Position Title:	**Learning & Development Manager**		**Position No:**	**CP40**
Group:	Corporate Services		**Service Area:**	Learning & Development
Reports to:	General Manager Corporate Services	**Direct Reports:**	Learning Strategy & Systems Senior Lead (CP26); Senior Learning Partner (NT94); Customer Service Team	
Classification Level	Management – MGT 3 (Service Area Manager)			
Location:	Darwin		**Date Approved:**	July 2026
Special Measures:	*Priority Consideration Aboriginal and/or Torres Strait Islander Positions*			

POSITION OVERVIEW

The Learning and Development Manager provides strategic leadership and governance oversight for learning, capability and workforce development across the Northern Land Council. The role is accountable for leading the implementation, governance and ongoing review of the approved NLC Learning and Development Strategy and associated L&D operating model, ensuring learning and capability initiatives are aligned with organisational priorities, statutory responsibilities, workforce needs, regional service delivery requirements and organisational risk and compliance obligations.

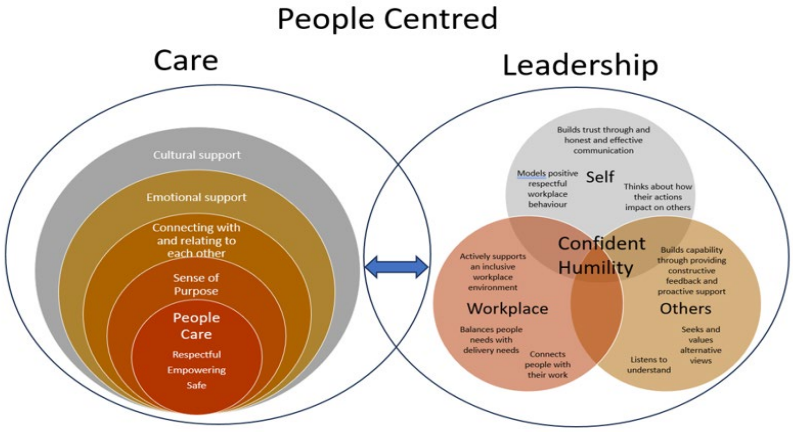
The position leads the Learning and Development Service Area, including L&D Operations, L&D Strategy and Systems, and oversight of Reception and Customer Service functions. The role is responsible for the delivery, coordination, governance and continuous improvement of learning services, capability frameworks, systems, provider arrangements, programs and investment decisions across the organisation.

The role acts as a trusted advisor to senior leaders on organisational learning, workforce capability and leadership development priorities, ensuring learning investment is practical, culturally appropriate, evidence-informed and integrated with broader workforce and organisational strategies. It supports a capable, culturally safe and high-performing workforce that can deliver the NLC's statutory functions and strategic objectives.

KEY RESPONSIBILITIES

LEADERSHIP

- Provide strategic and operational leadership across the Learning & Development Service Area, ensuring learning, capability and workforce development initiatives are aligned with the NLC L&D Strategy, the NLC Strategic Plan and organisational priorities.
- Lead the Learning and Development leadership team, including the L&D Operations and L&D Strategy & Systems sections, ensuring clear accountability for service delivery, learning governance, programs, systems and capability outcomes across the organisation.
- Provide leadership oversight for the NLC Reception and Customer Service team, ensuring professional, responsive and culturally respectful front-of-house services for staff, constituents and visitors.
- Strengthen leadership capability across the Service Area by establishing clear roles, expectations, performance standards and decision-making authority within the L&D operating model.
- Foster a collaborative, culturally safe and accountable team environment that reflects NLC values, supports knowledge sharing and promotes strong internal partnership.



STRATEGY AND PLANNING

- Translate organisational strategy and executive direction into priorities for the Learning and Development Service Area, ensuring capability initiatives support the NLC Strategic Plan, workforce needs and organisational priorities.
- Provide strategic leadership and governance oversight of the NLC Learning and Development Strategy, ensuring implementation and ongoing review align with organisational priorities, workforce capability needs, available resources and risk and compliance obligations.
- Oversee Service Area planning and performance across the L&D Operations and L&D Strategy & Systems sections to ensure coordinated delivery of learning and capability initiatives.
- Establish frameworks to prioritise organisational learning investment and resource allocation, ensuring learning resources are directed to areas of highest strategic, workforce capability, regional and compliance impact.
- Identify emerging capability needs, risks and opportunities that may affect organisational performance and guide appropriate responses.
- Monitor Service Area performance against agreed outcomes and implement improvements where required.
- Monitor and report on L&D performance, outcomes and value to support senior leadership decision-making and organisational reporting requirements.
- Provide strategic advice to the General Manager Corporate Services on workforce capability, leadership development and organisational learning priorities.

STAKEHOLDER ENGAGEMENT / RELATIONSHIPS AND ADVOCACY

- Build strong relationships with senior leaders, managers and key stakeholders across the NLC to ensure learning and capability initiatives reflect organisational priorities, workforce needs and operational context.
- Act as the senior Learning and Development point of contact for the organisation, positioning L&D as a strategic partner in workforce capability, leadership development, regional learning and career pathway initiatives.
- Represent the NLC in engagement with training providers, funding bodies, industry groups, sector networks and external partners relevant to workforce capability and learning.
- Develop and maintain strategic relationships with external learning providers and vendors to ensure quality, value for money, cultural appropriateness and alignment with NLC capability priorities
- Advocate for the Service Area's priorities in alignment with organisational strategy, executive direction and the approved NLC Learning and Development Strategy.
- Identify and pursue partnerships, funding opportunities and collaborations that strengthen workforce development, learning outcomes and organisational capability.
- Support leaders and business areas to access appropriate strategic learning advice and capability development solutions.

- Manage complex, sensitive or high-risk stakeholder matters within delegation and escalate significant risks or issues to the General Manager Corporate Services as required.

SERVICE DELIVERY

- Ensure integrated, compliant and performance-based delivery of Learning and Development services across the organisation, including the L&D Operations and L&D Strategy and Systems sections, and Reception and Customer Service functions.
- Lead the implementation and embedding of the L&D operating model, including service workflows, intake and prioritisation processes, coordination across sections and continuous improvement of service delivery approaches.
- Maintain governance integrity across the Service Area, ensuring learning activities, programs, funding, systems, provider arrangements and reporting are managed in line with organisational policies, contracts and funding requirements.
- Hold team leads accountable for service delivery, performance, quality and compliance across learning programs, systems, capability frameworks and front-of-house services.
- Oversee organisation-wide learning planning, coordination, reporting and evaluation, ensuring programs operate within approved budgets and deliver measurable capability outcomes.
- Oversee the development, maintenance and continuous improvement of learning systems, learning records, capability frameworks and reporting processes that support workforce capability development across the NLC.
- Ensure mandatory, compliance and role-based learning requirements are appropriately coordinated, monitored and reported where they fall within the L&D remit.
- Provide oversight of strategic vendor and training provider management to ensure quality, cultural appropriateness, value for money, provider performance and alignment with NLC capability priorities.
- Manage operational and strategic risks associated with learning delivery, systems, programs, funding, external providers and Reception services, including responses to audit, review, regulatory or funding requirements.
- Ensure business continuity and effective service delivery for both learning services and front-of-house Reception and Customer Service functions.

PEOPLE MANAGEMENT

- The Learning and Development Manager is accountable for workforce performance, leadership capability and organisational culture within the Service Area and operates within the Management Levels of Authority. The role is accountable for:
    - Leadership and performance management of all direct reports
    - Service Area workforce planning, capability development and succession planning to support the L&D operating model and continuity of service delivery.
    - Determining Service Area workforce structures within approved establishment.
    - Oversight of recruitment, appointment and establishment decisions within delegation.
    - Managing complex conduct and performance matters within delegation.
    - Implementing organisational people strategy and culturally safe practice across the Service Area.
    - Building a collaborative, accountable and culturally safe team culture that supports effective internal partnership and delivery of the NLC Learning and Development Strategy.
    - Contributing to organisation-wide workforce planning and capability development priorities relevant to the Service Area's portfolio scope.

WORK HEALTH AND SAFETY

- Lead by example in promoting a safe, healthy and culturally safe work environment across the L&D Service Area.
- Maintain Service Area compliance with the NLC WHS Management System and legislative obligations, including safe delivery of learning activities, workshops, travel, venues, front of house reception function.

- Ensure direct reports fulfil their WHS responsibilities and actively manage risks within their areas of responsibility.
- Monitor WHS performance and address systemic or emerging risks within delegation.
- Lead investigation and response to significant incidents within delegation.
- Escalate enterprise-level WHS risks appropriately.
- Support the organisation's WHS obligations by ensuring relevant safety-related learning requirements are coordinated, monitored and reported where they fall within the L&D remit.

AUTHORISATIONS & ACCOUNTABILITIES – INFORMATION SECTION

Financial Authorisation - Band 4

- Manage Service Area budgets, learning program expenditure, external provider costs, system-related expenditure and funded learning initiatives within approved delegations and financial authorisation.
- Approve operating expenditure within the Service Area budget and Financial Authorisation (Band 4).
- Approve procurement and capital expenditure within the approved budget and Financial Authorisation.
- Monitor Service Area budget performance and financial risk.
- Contribute to organisational budget development and forecasting.
- Ensure compliance with Financial Authorisations Policy.

Governance Accountability

- Accountable for governance and reporting integrity across learning programs, learning systems, mandatory training requirements, provider arrangements and Service Area performance reporting.
- Accountable for Service Area compliance with statutory, legislative, funding and policy requirements.
- Accountable for accurate reporting and maintenance of effective internal controls.
- Accountable for identification and management of Service Area strategic and operational risks.
- Escalate enterprise or systemic risks to the General Manager Corporate Services as appropriate.

Decision-Making Authority

- Exercise independent judgement within governance and delegation frameworks.
- Determine Service Area operational priorities and resource allocation within approved budget.
- Interpret and apply policy at Service Area level.
- Escalate matters beyond delegation or enterprise impact.

SERVICE AREA LEADERSHIP CAPABILITY FRAMEWORK

Accountability and Execution		
Capability	**Manage complex and non-complex Service Area priorities at a using contemporary (proactive) and traditional (reactive) approaches to service delivery**	
What this looks like	*Provide a strategic level of specialist, professional and/ or technical expertise to primarily internal stakeholders on potentially complex, sensitive and contentious matters. Drive a shared sense of purpose and accountability for outcomes across the Service Area.*	*Translate organisational strategy into operational goals, encouraging innovative thinking and collaborative problem-solving to support forward-looking decisions and effective outcomes. Ensure service delivery complies with relevant policies, regulations, and legislative requirements.*
Collaboration and Influence		
Capability	**Establish and foster collaborative relationships with internal and external stakeholders**	
What this looks like	*Builds and sustains relationships with a network of key people internally and externally, leveraging influence to guide and shape decisions. Recognises shared agendas and works toward mutually beneficial outcomes.*	*Gathers and investigates information from a variety of sources, and explores new ideas and different viewpoints; finding opportunities to share information towards collaborative decision making.*
Planning and Direction		
Capability	**Assess and explore various opportunities and mitigate or resolve obstacles to accomplish department goals that sustainably support the organisational strategic objectives.**	
What this looks like	*Considers the impacts of a wide range of issues, capitalises on the expertise and knowledge to anticipate, prioritise and develop business plans using integrated and risk-based methods.*	*Monitors ongoing service performance, responding to change and uncertainty in a positive and flexible manner, with an approach of continuous improvement.*
People-Centred Leadership		
Capability	**Model, lead and foster a workforce with shared values, based on proactive wellbeing, inclusivity and safe work culture.**	
What this looks like	*Lead a culture that that prioritises the well-being of a diverse workforce. Model and lead a high-performance while navigating cross-cultural dynamics, maintaining values, conduct and performance standards.*	*Acts professionally and impartially at all times and operates within the boundaries of organisational processes. Encourages continuous learning, gives timely praise and recognition and addresses conflict and performance issues to ensure fair, equitable and sustainable outcomes.*
Judgement and Discretion		
Capability	**Lead and foster effective decision making, taking onto account organisational risk in accordance with established management and governance systems.**	
What this looks like	*Undertakes objective, critical analysis and distils the core issues. Presents logical arguments and draws accurate conclusions. Anticipates and seeks to minimise risks. Breaks through problems and weighs up the options to identify solutions.*	*Exercise sound judgement and discretion in complex and sensitive situations, balancing competing priorities and making decisions that reflect the best interests of the organisation and its stakeholders.*

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POSITION REQUIREMENTS

ESSENTIAL REQUIREMENTS

- Extensive senior leadership experience managing learning and development, organisational capability or related corporate service functions within complex governance environments.
- Significant experience leading learning governance, capability frameworks, learning systems, provider arrangements and compliance-related learning within a complex organisational environment.
- Established capability in leading managers and/or senior specialists, including setting direction, managing performance and delivering organisation-wide initiative
- Significant experience overseeing organisation-wide learning, capability development or workforce development initiatives within structured governance and compliance frameworks.
- Experience managing budgets and financial performance within delegated authority, including oversight of program funding, external providers and resource allocation.
- Strong stakeholder engagement and advocacy capability, with experience influencing senior leaders and working collaboratively across business areas to support capability development.
- High-level communication skills, including preparation of executive briefings, reports, funding submissions and strategic advice.
- Cultural capability and the ability to lead effectively in an Aboriginal-controlled organisation, with a geographically dispersed and culturally diverse workforce.
- Current NT Driver's Licence.

DESIRABLE REQUIREMENTS

- Tertiary qualifications in Learning and Development, Human Resources, Organisational Development, Education, Business or a related discipline, or equivalent relevant experience.
- Experience shaping enterprise-wide learning or capability strategy, capability frameworks or workforce development approaches.