



Position Title	Learning & Development Coordinator	Reporting to	Learning & Development Specialist (direct) Futures Leaders Program Manager (indirect)
Department	Human Resources	Direct reports	Nil
Classification	Level C	Employment Status	Full-time
Position Number	TBA	Date	February 2019

The Organisation

The Royal Australian College of General Practitioners (RACGP) is Australia's largest professional membership body for general practitioners (GPs). We represent over 39, 000 members including urban and rural GPs, medical students and registrars.

The RACGP's mission is to support GPs in improving the health and wellbeing of all Australians, "Healthy Profession. Healthy Australia". We provide skills and knowledge assessment, educational training and ongoing professional development for practicing GPs. We develop resources and guidelines, help GPs with issues that affect their practice, support research to link members with the latest advancements in the field and advocate on behalf of the general practice profession to set and maintain standards of high quality health care for Australians.

Our Values

RACGP Staff are expected to uphold our workplace values:



Progressive leadership Forward thinking and proactive leaders who lead by example and empower staff to create and drive innovation



Quality Honouring our Organisational Vision and Mission Statement by constantly striving for excellence in service delivery and advancement in the field



Ethics Committed to acting with morality, integrity and transparency in serving the best interests of all stakeholders



Professionalism Dedicated professionals who respect and collaborate with others and are fully accountable for their actions.

Your direct Teams

Human Resources

The role of the Human Resources Department is to facilitate the achievement of the RACGP's objectives by developing and delivering responsive and contemporary Human Resource strategies and practices, and to act as a key link between management and staff.

Your Role

The core focus of the Learning & Development Coordinator is to ensure effective administration of the L&D activity of the RACGP is completed. This involves internal employee programs alongside an externally focused GP member program called the Future Leaders Program. This role works closely with the L&D Specialist to develop materials and resources for the RACGP's training and education programs.

Key Responsibilities

- Management of our LMS (Learning Hub) including data maintenance, course enrolments and attendance, session creation, reporting and management of employee records
- Coordinate training activity with external training vendors including scheduling, participant numbers, venue and cancellations of training activity
- Administrate our online induction program through Learning Hub end-to-end. This includes discussion with the hiring manager and our Talent Acquisition team.
- Daily management of our L&D inbox with responses provided to employees within 24 hours
- Providing administration support to the L&D function as well as other functions within the HR team
- Work towards continuously improving our L&D processes and services
- Ongoing employee records management in our LMS including scheduling participants to attend and complete online learning programs
- Coordinating meetings, conferences, short courses, events and other learning and development interventions for RACGP employees and activities as directed.
- Creating and collating attendee lists, sending invitations, setting up and managing shareGP groups (RACGP member platform) for the Future Leaders Program.
- Ensuring data maintenance, course enrolments and attendances plus creating sessions and reporting on employees within the Learning Hub LMS. This extends to Induction & Orientation programs for employees as well as ongoing employee training records management.
- Preparing and distributing resource materials and other documentation for internal training programs
- Set up, distribute and monitor online applications for the Future Leaders Program, pre, mid and post program feedback surveys, ensuring that data is gathered, analysed and circulated to key stakeholders.
- Working with RACGP QI&CPD (Quality Improvement and Continuing Professional Development) team to ensure programs in the Future Leaders Program align with RACGP course accreditation requirements and ensuring documentation is submitted in accordance with QI&CPD deadlines
- Working with Marketing, Media and Communications to develop marketing materials, to develop and implement an approved communications plan using multiple channels, including shareGP
- Positively influence the organisation broadly to promote a continuous learning culture with responsiveness to employee enquiry paramount.
- Stay up to date with current trends in training and technology

Environment, Health and Safety

1. Complies with the RACGP's OH&S policies and procedures
2. Takes reasonable care for the safety of his/her own health and safety and that of other people who may be affected by their conduct in the workplace
3. Seeks guidance for all new or modified work procedures to ensure that any hazardous conditions, near misses and injuries are reported immediately to the Manager
4. Participates in meetings, training and other environment, health and safety activities
5. Does not wilfully place at risk the health or safety of any person in the work place
6. Does not wilfully or recklessly interfere with or misuse anything provided in the interest of environment health and safety or welfare
7. Cooperates with the RACGP in relation to activities taken by the RACGP to comply with OH&S and environmental legislation

Equity, Diversity and Inclusion

1. Models and promotes appropriate behaviour in relation to equity and diversity principles and practices
2. Embraces RACGP's equity and diversity initiatives, strategies and implementations in staff equity/diversity related areas, promotion of staff equity and diversity policy/training and RACGP's Reconciliation Action Plan

Your Relationships

Your role requires interaction with the following stakeholders:

RACGP Staff	Other
All RACGP Staff	LMS provider (Litmos), external training providers, RACGP members

Key Selection Criteria

Experience, knowledge and Skills

As a **suitable** candidate, you will have:

- Demonstrated knowledge of learning solutions and experience administering learning programs on a LMS
- Excellent written & verbal communication skills, with the ability to build strong stakeholder relationships
- Strong customer service focus and solutions orientated with a 'can do' approach
- Strong organisational, multitasking and time management skills
- The ability to multi task, prioritise and manage workload to deliver on time
- Continuous improvement approach with the ability to utilise initiative to proactively recommend improvements
- Ability to be flexible and resilient to change
- Intermediate skills in the use of Word, PowerPoint, Excel and Outlook

As an **ideal** candidate, you will **also** have:

- Experience with Litmos (Learning Seat) LMS as well as software programs such as Articulate.
- Understanding of a member based organisation
- Knowledge of the health sector roles and administrative functions in an educationally focused organisation
- Experience in engaging adult learners through effective communication strategies

Qualifications

As a **suitable** candidate, you will have completed:

A relevant tertiary qualification in business, or similar discipline

As an **ideal** candidate, you will have completed:

Cert IV in TAE

Post-graduate education in business, or similar discipline

Workplace Behaviours

In your role, you are expected to:

Positively influence others	Be emotionally intelligent
Take initiative	Be flexible and adaptive
Focus on service	Strive for excellence
Make effective decisions	Demonstrate integrity
Be transparent	Be accountable
Be respectful	Collaborate

Classification Description

In accordance with the Enterprise Bargaining Agreement (EBA) 2014 or subsequent agreement.

Declaration

I **XXX** acknowledge that I have read and understood the L&D Coordinator position description which forms part of my employment contract from the date of issue.

I accept that the Position Description may need amending and updating periodically due to changes in responsibilities and organisational requirements

Employee: _____ (signature) Date: _____

This Position Description is approved by:

H.R:  (signature) Date: 08/02/2019