

POSITION DESCRIPTION

Learning and Development Specialist (Permanent) People and Culture May 2022



Title:

Learning and Development Specialist

Reports to:

General Manager, People and Culture

Number of Direct Reports and Roles:

Nil

Liaison with:

HR team, employees, ELT

Job Goal:

The L&D Specialist is responsible for providing a wide range of operational learning and organizational development expertise, support and services to MCC line managers and employees throughout the organization.

In conjunction with the GM P&C, develop, implement and maintain a range of learning and organizational development initiatives including:

- Leadership development and associated programs
- Development, delivery and maintenance of tailored MCC training programs across all workgroups (permanent staff, event staff, and volunteers)
- Online learning (including compliance training and full course library)
- CARE (customer service, learning and development initiatives across whole of workforce – this role is the lead on CARE customer service training)
- New Supervisor training program
- Refreshed induction program (permanent staff)
- Talent and Succession Planning initiatives
- Employee engagement initiatives
- Wellbeing initiatives

Please note: given this position supports the MCC workforce, the incumbent will be expected to work some event days during AFL/Cricket season as part of the position requirements. As such, flexibility is required.

Accountabilities/ Responsibilities:

- In conjunction with General Manager, People and Culture, deliver L&D strategy for the MCC
- Ensure MCC remains a leader in its investment in its people, building capability and employee engagement and ensuring the total learning and organisation development offering meets business and employee needs (both current and future requirements)

POSITION DESCRIPTION

Learning and Development Specialist (Permanent) People and Culture May 2022

- Provide professional knowledge and L&D advice and support on all L&D matters to employees and line managers. This role is the key internal liaison for all matters L&D
- Work with line managers to build tailored development plans for staff, developing employee capability in line with L&D strategic plan
- Complete training needs analysis as required (identify needs with line managers and generate option/s). Plan, research and provide training and development solutions in line with business requirements
- Build learning content and deliver training when and where required
- Oversee contract with ELMO/My Learn
- Manage the Learning Management system (LMS) from end to end
- Expand on current online learning offering in line with business needs (develop modules, tailor course library to MCC policies and procedures). Ensure compliance of workforce on regular cycle of compliance based training
- Refresh the existing induction program for permanent staff - work with the Exec Manager HR and GM P&C to drive and implement improvements. Oversee delivery of induction program ensuring a first class employee experience
- Implement the event staff training strategy for every new intake of event staff (induction, CARE training and ensure each new staff member is signed off as 'customer ready')
- Track and report on completion of training modules
- Build close working relationships with all teams and add demonstrated value to the business from a HR/people perspective
- Develop and roll out wellbeing plan for all permanent employees
- Produce L&D reports
- Complete all administrative tasks related to Learning and Development
- Comply with the MCC OH&S policies and procedures, and take reasonable care for safety or yourself and others, including patrons, staff, contractors and anyone who may be affected by your actions.
- MCC Leading at the 'G capabilities apply to this position, specifically at the 'Leading Self' and 'Leading Others' level. These are outlined in the Leading at the 'G framework

Experience / Skills / Qualifications:

- Tertiary qualifications in relevant field preferred
- Experience in Learning and Development (both strategic and operational)
- Experience in delivery of training
- Experience in developing L&D content
- A strong continuous improvement mindset
- High level attention to detail – strong task completion and willingness to complete administrative tasks
- Resourceful with strong research skills
- Excellent computer skills (proficient in Microsoft Office – particularly, word, power point, outlook, and intermediate excel).
- Highly developed communication skills both written and verbal
- A high degree of diplomacy and ability to treat information confidentially when required.

POSITION DESCRIPTION

Learning and Development Specialist (Permanent) People and Culture May 2022

- Excellent organisation and time management skills – self motivator
- High level attention to detail – strong task completion
- Excellent customer service and people skills
- Ability to be proactive, innovate and think “outside the square”
- Demonstrates commitment to MCC values
- Consistently demonstrates the customer service CARE habits in all customer interactions

Further Notes:

Please note: given this position supports the MCC workforce, the incumbent will be expected to work some event days during AFL/Cricket season as part of the position requirements. As such, flexibility is required.

The MCC is committed to providing a safe environment for everyone including children & young people and ensuring our staff understand their responsibility in relation to child safety. All staff are required to undertake mandatory child safety training. The MCC conducts reference checks including on child safety and other pre-employment checks as appropriate for the role e.g. Working With Children Checks.