

Learning & Development Manager

Role data

Position no.	E10226	Work Area Profile	People & Culture
Work Level Classification	Level 8	Directorate/Business Unit	People & Culture / Organisational Capability
Reports to (role)	National Director Organisational Capability	Location	Various
No. direct reports	4+	No. of indirect reports	Nil
Version date	1 November 2021	Tenure	Fixed term

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Work area profile

The Australian Health Practitioner Regulation Agency (Ahpra) is the national agency responsible for administering the National Registration and Accreditation Scheme (National Scheme) in partnership with 15 National Boards for the regulated health professions.

Ahpra's overall purpose is to protect the public by regulating health practitioners efficiently and effectively in the public interest to facilitate access to safer healthcare for all the community.

With offices in each State and Territory, Ahpra represents National Scheme interests with key community, professional, employer and government stakeholders with local operations governed by the Health Practitioner Regulation National Law Act as in force in each State / Territory.

The [National Registration and Accreditation Scheme Strategy 2020-2025](#) outlines Ahpra's commitment toward investing in our people, their capability and our culture as a fundamental element towards the achievement of our vision and purpose.

Role purpose

The Learning & Development Manager is responsible for leading a team of learning professionals in the design, development and delivery of innovative, creative, and high-impact learning and capability strategies, which drive business performance and support the achievement of Ahpra's strategic programs and objectives.

The role actively brokers, creatively designs, and implements effective learning and development strategies and plans to educate, engage and enhance the performance of teams across the National Scheme, including Ahpra staff, Board, and Committee members.

The Learning & Development Manager plays a key planning and delivery role as part of Ahpra's Business Transformation Program

This is a senior management and leadership role with significant enterprise wide impact. The ability to build collaborative and sustained diverse stakeholder partnerships and engage them in the service and operating model change journey are key success factors in the role.

Key accountabilities

- Translate strategic priorities into tactical and operational plans, to provide direction to the Learning and Development team to inform the design of relevant solutions.
 - Manage a variety of stakeholder relationships involving internal and external clients, requiring the exercise or appropriate capabilities to manage varying degrees of stakeholder complexity.
 - Provide oversight and quality assurance for projects, programs and solutions produced by the Learning and Development team, to ensure alignment with People Strategy and Ahpra's Business Transformation Program.
 - Create a positive work environment where direct reports are enabled to achieve their potential, role modelling the values associated with creating a positive employee experience and maintain high regard for the People and Culture brand.
 - Partner with Ahpra's People & Culture Business Partnering and Employee services teams to provide counsel and interpretation of business requirements, to guide the development of brokered learning and development services and solutions/
 - Champion the needs of the business across the Organisational Capability, Business Partner and Employee Services functions to ensure alignment to the strategic plan and the consistent delivery of P&C services.
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- Undertake analyses that demonstrate return on investment for Learning and Capability activities
 - Exercise expert subject matter expertise as part of operational readiness activities associated with Ahpra's Business Transformation Program, learning delivery platforms (i.e. LMS) and engagement of specialist training vendors.
 - Develop delivery plans for enterprise wide delivery, factoring a range of dependencies including geographical and environmental factors
 - Manage the delivery of a range of Learning & Development metrics and reporting
 - Other duties as directed by the National Director Organisational Capability.
 - People Management: Achieving organisational goals by effectively managing the team's and team members' workplace performance meaning to:
 - Enhance and encourage team members' potential through development and coaching activities
 - Take actions to close identified performance gaps in a timely and effective manner
 - Comply with Ahpra performance objectives setting, review and development processes
 - Motivate team member's behaviour by providing clear direction and recognition of achievements as well as personally modelling Ahpra standards of behaviour
 - Health Safety and Wellbeing: Ensuring the workplace provides a safe working environment with the required level of care and respect for its participants meaning to:
 - Take reasonable care for own and others' health, safety and wellbeing
 - Adhere to Ahpra's workplace health, safety and wellbeing policies and procedures

Capabilities for the role

The Ahpra [Capability Framework](#) applies to all Ahpra employees. Below is the complete list of capabilities and proficiency level required for this position.

Capabilities	Proficiency level
Commits to customer service	Advanced
Displays leadership	Advanced
Generates and delivers the strategic vision	Intermediate
Demonstrates an awareness of the National Registration and Accreditation Scheme (the National Scheme) and the National Law	Intermediate
Builds constructive working relationships	Advanced
Communicates effectively	Advanced
Demonstrates accountability in delivering results	Advanced
Uses information and technology systems	Advanced
Displays personal drive and integrity	Advanced

Qualifications/Experience	Required
Qualifications	<ul style="list-style-type: none"> A relevant degree in a related field (such as Human Resources, Education, Business or Psychology), and/or equivalent years of professional experience.
Experience	<ul style="list-style-type: none"> Expert knowledge of contemporary organisational learning & development best practice policies and practices. Strategic business knowledge and understanding, including interface management between enterprise teams. Strong relationship management and influencing skills, including excellent communication skills and highly service orientated. Knowledge of current industry practices (including vocational education and training) and the ability to translate these through business partnering capability. Demonstrated leadership experience, with a strong reputation of being a professional leader, consistently displaying integrity, courage, respect for self and others, and striving for excellence.

	<ul style="list-style-type: none"> • High level writing skills and ability to prepare, reports, recommendations and strategy documents for senior managers • Excellent interpersonal, negotiation, facilitation and persuasion skills to influence decision makers and gain their support in the implementation of organisational development initiatives • Demonstrated experience working in a program or business transformational change environment • Demonstrated analytical reasoning, interpretation and evaluation of complex information, with the ability to exercise judgement and resolve issues independently.
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Key relationships

Internal relationships	External relationships
National Executive	Industry Bodies
Executive Director People & Culture	External vendors and service providers
People & Culture Senior Leadership Team	External contractors and consultants
National Directors and Managers	
Employee Services Teams	
P&C Business Partnering Network	
Business Transformation Program team	