



## Project Learning and Development Specialist

### Position Detail

<b>Reports To</b>	L&D Technology Digital Capability Project Specialist	<b>Group</b>	CPCO
<b>Classification</b>		<b>Location</b>	Melbourne or Brisbane
<b>Reports – Direct Total</b>			

### Organisational Environment

Airservices is a government owned organisation providing safe, secure, efficient and environmentally responsible services to the aviation industry.

Each year we manage over four million aircraft movements carrying more than 156 million passengers, and provide air navigation services across 11 per cent of the world's airspace.

Airservices has two major operating centres in Melbourne and Brisbane and a corporate office in Canberra. We operate 29 air traffic towers at international and regional airports, and provide aviation rescue fire fighting services at 26 Australian airports.

We are committed to continuing to improve our business by providing our customers with services they value, and embedding new ways of working and technology investments to further innovate and optimise.

### Primary Purpose of Position

As the **Learning and Development Specialist** you will implement innovative and high-quality competency-based training solutions to ensure effective and efficient training outcomes that, builds workforce capability and ensure compliance with CASA and Airservices regulatory requirements. You will work with internal Airservices project teams to identify current and future training needs, design learning solutions and corresponding implementation strategies that includes evaluating impact on business performance.

### Accountabilities and Responsibilities

#### Position Specific

- Partner with projects and provide Learning and development functions to deliver targeted training strategies that deliver business outcomes
- Work with identified SME's from assigned business stakeholders and manage relationships to design and manage project training strategies
- Conduct task and training needs analysis to identify current and future learning/training needs and workplace performance-improvement opportunities within the assigned business unit(s)
- Evaluate and recommend learning / training solutions that will have a positive impact on stakeholders

- Produce a high-level design of the solution and gain business agreement and commitment to the solution
- Liaise with the project team to develop training plans and timelines for the detailed design and development of the solution
- Collaborate with the appropriate Business Units to develop an overall training implementation strategy and timeline for the solution that includes evaluating impact on business performance
- Report to the Operational training head and leads and Business Unit stakeholders as to the progress of the solution through the design and development phase
- Liaise with SME's, internal and external stakeholders and provide learning and development support.
- Fully implement and ensure the Learning & Development function operates within the Company's risk management (including Workplace Health & Safety), governance, compliance and accountability frameworks.
- Support the development and review of the L&D function's strategic objectives and translate these into operational plans. Within this, continually monitor, evaluate and recommend initiatives in response to relevant emerging industry and regulatory trends.
- Assist in the development and implementation of project learning strategy, and supporting systems and structures, that lead to greater staff engagement and performance improvement
- Serve as an active and proactive contributor and collaborator of the business and the training team, supporting colleagues on projects and learning initiatives.

#### People

- Maintain an effective working relationship with other Airservices staff to ensure that there is effective coordination of all activities in support of organisational objectives
- Builds supportive, trusting relationships with instructors, training officers and trainees

#### Compliance, Systems and Reporting

- Conform to enterprise governance systems and policies, including safety, environmental, work health and safety, risk and compliance.

#### Safety

- Demonstrate safety behaviours consistent with enterprise strategies

### Key Performance Indicators

#### Efficient, Effective and Accountable

- Curriculum development for vocational and adult education, particularly within a technical operational training environment, or the applicable business unit.
- Analysing complex issues and problems and develop feasible solutions within a dynamic business environment
- Design and maintenance of curricula and learning solutions that deliver training content requirements and objectives.

#### Commercial

- Designing, creating, and developing learning interventions to meet needs; analyzing and selecting the most appropriate strategy, methodologies, and technologies to maximize the learning experience and impact.
- Developing action plans, identifying & obtaining resources, and completing assignments in a timely manner to ensure that training goals are achieved.

#### Safety

- Compliance with safety, risk, environmental and any other standards

### Key Relationships

- Operational Training Head

- Operational Training Leads
- Subject Matter Experts across multiple disciplines
- Project managers
- Business analysts
- Change Manager

### Skills, Competencies and Qualifications

- Tertiary qualifications in education, business or a related discipline would be highly desirable.
- Technical knowledge and experience in Air Traffic Control or Aviation would be highly desirable
- Certificate IV in Assessment and Workplace Training would be highly desirable
- Insightful understanding of effective teaching methods for different learning styles and aptitudes
- Strong understanding and knowledge of the Learning and development processes around Training needs analysis, design, development , implementation and evaluation of training strategies
- Excellent listening and observational skills as well an ability to provide constructive feedback
- Ability to work effectively with Training Leads, project managers, SME's, Training officers and business support area
- Planning and Organising ability, with attention to detail and customer service orientation
- Advanced written and oral communications, including presentations
- Able to work independently and collaboratively
- Strong communication skills (both written and oral), well developed interpersonal skills, and the ability to interact successfully with staff at all levels and manage stakeholder relationships
- High level administrative, organisational and time-management skills and an ability to independently manage competing priorities and adjust to changing work demands and circumstances.

### Performance Standards and Behaviours

As a member of Airservices, you will consistently demonstrate performance standards and behaviours that meet our Code of Conduct. This includes:

- Treating everyone with dignity, respect and courtesy
- Acting with honesty and integrity
- Acting ethically and with care and diligence
- Complying with all Airservices' policies and procedures, and applicable Australian laws
- Disclosing and taking reasonable steps to avoid any actual, potential or perceived conflict of interest
- Behaving in a way that upholds our vision, mission and values, and promotes the good reputation of Airservices.