

JOB DESCRIPTION

Learning Support Officer

ABOUT UNITING

Our purpose: To inspire people, enliven communities and confront injustice.

Our values: As an organisation we are **Imaginative, Respectful, Compassionate and Bold.**

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. Our focus is always on the people we serve, no matter where they are at in their life.

Our services are in the areas of aged care, disability, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of disability, lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

ABOUT THE ROLE

Role Purpose

This role is responsible for providing administrative support for accredited and non-accredited training delivered within Learning@Uniting and our registered training organisation (RTO) The Uniting Institute of Education. The role also coordinates compliance activities across the functions of enrolment, admission, progression, recognition and certification to deliver services in a way that assures quality and enhances the student learning experience at Uniting. The role also includes administering the Student Placement process within Uniting across NSW/ACT.

ROLE KEY ACCOUNTABILITIES

You will be an integral member of the People and Culture Team in the Learning@Uniting team through the following:

- Maintain a high standard of conduct and work performance based on Uniting's values to promote our reputation with key internal and external stakeholders
- Ensure integration and collaboration across Uniting programs to deliver seamless and impactful end to end services with the customer at the centre
- Actively engage and participate in the performance management framework and review processes at Uniting
- Act in a manner which upholds and positively reflects the Uniting Code of Conduct

- Contribute to a culture of openness, feedback and productivity.
- Model, communicate and act in ways that are consistent with our values of Bold, Respectful, Imaginative and Compassionate.
- Take care of the safety of yourself and others at all times and undertake work in a safe manner in accordance with policies, procedures and instructions (written or verbal) and in adherence to WHS policies and procedures.
- Actively contributes to a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.

As the Learning Support Officer, your role specifically will:

Provide course administration, documentation, tracking, reporting and delivery of training courses and learning programs delivered through Learning@Uniting and our associated systems for training.

- Track, monitor and report on the training and assessments completed by employees.
- Provide excellent customer service in a way that contributes to positive and successful interactions with Learning@Uniting.
- Collaborate with the Learning@Uniting and other P&C teams and internal clients in the development and execution of a highly functioning employee learning portal.
- Contribute to the Learning@Uniting team's development and implementation of programs and projects which enhance employee capability and learning outcomes via Ulearn.
- Manage student placements within Uniting, across NSW/ACT.

ABOUT YOU IN THE ROLE

As a staff member of Uniting you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

Your directorate:	People and Culture
You'll report to:	Learning Operations Support Coordinator

YOUR KEY CAPABILITIES

Individual leadership

- **Improving performance** - Works with others and offers suggestions to find ways of doing the job more effectively.
- **Owning the job** - Takes ownership for all responsibilities and honours commitments within their own role and strives to achieve goals with a "can-do" attitude to levels of excellence.
- **Perseverance** - Remains committed to completing the job in the face of obstacles and barriers.
- **Timeliness of work** - Sets achievable timeframes and works to complete projects, tasks and duties on time.

- **Organisational Operation** - Displays awareness of Uniting's business objectives and understands how personal objectives relate to those objectives.
 - **Organisational Objectives** - Has broad awareness of Uniting's vision and values and how they apply to issues in the team.
 - **Develops and Grows the Business** – Understands team and organisational goals and works collaboratively with Team Members to achieve organisational goals.
 - **Makes Sound Decisions** – Analyses problems, seeks input from relevant people and then takes appropriate action to implement the most effective solution in a timely manner.
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QUALIFICATIONS & EXPERIENCE

Qualifications:

No formal qualifications are required for this role.

Experience:

Typically, this role will require 2 or more years' experience in your field of expertise. You will have excellent written and verbal communication skills, be organized, systematic, thorough and accurate. You will be continuing to develop in your area of expertise and be expected to provide innovative ideas to solve problems in your discipline. It is expected that you will be developing good skills at navigating a complex organisation, forging relationships, and managing through influence rather than direct authority as required.

- High level administration skills providing support
- Extremely organised and capable of working with high volume workloads
- Excellent verbal and written communication skills
- Ability to complete tasks with attention to detail
- Displays initiative and excellent problem-solving skills
- Strong interpersonal skills including written and oral communication skills
- Advanced knowledge and experience of Microsoft Office (MS Word, MS Excel and PowerPoint), Adobe Acrobat and other office programs and competent typing skills.
- Flexible, enthusiastic, motivated and positive attitude.
- Commitment to working in a team environment
- Demonstrated accountability taken for prioritising project work and flexing time accordingly responding to changing priorities and ambiguity in order to manage multiple projects simultaneously.

Even better:

- Experience with AVETMISS-compliant student management systems.
- Knowledge of the VET Quality Framework and RTO compliance.
- Experience working with assessments and examinations

Employee Name:		Manager's Name:	Lynn Arslan
		Title	Learning Operations Support Coordinator
Date:		Date:	
Signature:		Signature:	