Role Description
Learning Coordinator

Role Description Fields	Details
Cluster	Stronger Communities
Department/Agency	Legal Aid NSW
Division/Branch/Unit	Human Resources
Classification/Grade/Band	Clerk Grade 3/4
Senior executive work level standards	Not Applicable
ANZSCO Code	531111
PCAT Code	1119192
Date of Approval	15 August 2024
Agency Website	www.legalaid.nsw.gov.au

Agency overview

Legal Aid NSW is the largest legal aid agency in Australia, comprising a Central Sydney office and 28 regional offices in metropolitan and regional centres across NSW including the two satellite offices located at Walgett and Bourke and a number of specialist services and advice clinics. It was established under the Legal Aid Commission Act 1979 as an independent authority to assist economically and socially disadvantaged people to understand and protect their rights in the legal system. People with disabilities, from culturally and linguistically diverse backgrounds, women and children, Indigenous people and people with mental illness are some of the groups who may experience difficulties when enforcing and defending their rights.

Working in partnership with private lawyers, Legal Aid NSW provides legal advice, information and minor assistance and legal representation to eligible people in many areas of law. Legal Aid NSW also provides alternative dispute resolution services, community legal education programs, and publications on legal issues.

Primary purpose of the role

The Learning Coordinator provides administrative and operational support to the Learning and Organisational Development (LOD) team, enabling us to help the people of Legal Aid NSW to develop their capabilities, supporting them to deliver excellent service to our clients.

Key accountabilities

- Provide a range of administrative, stakeholder liaison and logistical support services, including responding to enquiries, coordinating learning programs, engaging external providers, booking venues, ordering supplies and managing invoicing and payments.
- Act as a key point of contact for the team, providing efficient and professional communication links between internal and external stakeholders.
- Provide efficient project support to enable the delivery of learning and organisational development projects on time and on budget.
- Update and maintain learning records, with accurate and timely entry of information into the Learning Management System (LMS).
- Collaborate with the LMS Administrator to perform basic reporting and LMS administration tasks.
- Monitor and update content on the L&OD intranet.

Key challenges

- Developing strong partnerships and working relationships with a range of internal and external stakeholders.
- Balancing a range of competing and conflicting work priorities, requiring engagement with and effective management of stakeholder expectations.
- Managing unforeseen issues and challenges to ensure the delivery of high-quality and professional learning experiences.

Key relationships

Internal

Who	Why
Manager, Learning and Organisational Development	• Direction, support and development
Learning and Organisational Development team and Legal Aid NSW learning colleagues	• Collaboration, support and development
ICT team	• Collaboration, escalation of support issues

External

Who	Why
External providers	• Coordinate the delivery of learning programs and events
External LMS users	• Instruction and support
Other public sector agencies / departments	• Clarify or seek information

Role dimensions

Decision making

The role works with a level of autonomy in day-to-day priorities, applying specialised knowledge, skills and professional judgement to achieve outcomes. The role provides advice and escalates issues to the Manager, LOD.

Reporting line

Manager, Learning and Organisational Development

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Effective written and verbal communication skills
- Proficiency in using Microsoft 365 applications, particularly Word, Excel and Powerpoint

- Proficiency in using Learning Management Systems, including learner administration, program management and reporting
- Proficiency in creating and updating intranet content using Sharepoint.

Essential requirements

- Experience in coordinating and supporting learning programs for diverse audiences.

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into focus capabilities and complementary capabilities

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
Personal Attributes	**Manage Self** Show drive and motivation, an ability to self-reflect and a commitment to learning	• Adapt existing skills to new situations • Show commitment to achieving work goals • Show awareness of own strengths and areas for growth, and develop and apply new skills • Seek feedback from colleagues and stakeholders • Stay motivated when tasks become difficult	Intermediate
Relationships	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• Focus on key points and speak in plain English • Clearly explain and present ideas and arguments • Listen to others to gain an understanding and ask appropriate, respectful questions • Promote the use of inclusive language and assist others to adjust where necessary • Monitor own and others' non-verbal cues and adapt where necessary • Write and prepare material that is well structured and easy to follow • Communicate routine technical information clearly	Intermediate

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|	**Commit to Customer Service**	• Focus on providing a positive customer experience	Intermediate
Relationships	Provide customer-focused services in line with public sector and organisational objectives	• Support a customer-focused culture in the organisation	
		• Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers	
		• Identify and respond quickly to customer needs	
		• Consider customer service requirements and develop solutions to meet needs	
		• Resolve complex customer issues and needs	
		• Cooperate across work areas to improve outcomes for customers	
	Plan and Prioritise	• Understand the team and unit objectives and align operational activities accordingly	Intermediate
Results	Plan to achieve priority outcomes and respond flexibly to changing circumstances	• Initiate and develop team goals and plans, and use feedback to inform future planning	
		• Respond proactively to changing circumstances and adjust plans and schedules when necessary	
		• Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals	
		• Accommodate and respond with initiative to changing priorities and operating environments	
	Technology	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks	Intermediate
Business Enablers	Understand and use available technologies to maximise efficiencies and effectiveness	• Use available technology to improve individual performance and effectiveness	
		• Make effective use of records, information and knowledge management functions and systems	
		• Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies	
	Project Management	• Perform basic research and analysis to inform and support the achievement of project deliverables	Intermediate
Business Enablers	Understand and apply effective planning, coordination and control methods	• Contribute to developing project documentation and resource estimates	
		• Contribute to reviews of progress, outcomes and future improvements	
		• Identify and escalate possible variances from project plans	

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Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
Relationships	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Foundational
Results	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational