

# Hillsong Enterprise Development Position Description

<b>Position Title:</b>	Learning & Development Co-ordinator
<b>Location of Position:</b>	Sydney
<b>Division:</b>	Co-ordinating Enterprise Hub
<b>Date:</b>	October 2004

## PRIMARY POSITION OBJECTIVE

To lead and manage Learning and Development strategies for MED Client Services, on a National level, and provide relevant advice to field officers and senior management in order to ensure that the overall vision is achieved.

## OVERALL VISION

*"To provide opportunities for Indigenous and non-Indigenous Australians to be transformed through, Micro Enterprise Development".*

## CORE VALUES:

*Respect, Commitment, Integrity, Accountability*

**POSITION REPORTS TO:** MED Technical Director

## POSITION TITLES OF PERSONS RELATING TO THIS POSITION

1. Business Development Consultant, Grafton
2. Business Development Consultant, Cape York
3. Business Development Consultant, Sydney
4. Capacity Development Advisors, Sydney
5. Shine Facilitators Sydney

## HOW POSITION RELATES TO THE REST OF THE WORK:

This role aims to provide support to each Enterprise Hub to ensure that clients receive Learning and Development services that add value to individuals and micro-businesses.


The role focuses on assisting Business Development Consultants and Capacity Development Advisors deliver effective workshops, modularized training, training materials and mentors & coaching assistance.

Training is a part of the role, however the Learning and Development Co-ordinator will provide assistance with delivery of training services and the design and refinement of training materials.

## KEY RESPONSIBILITIES & OUTCOMES: NOV 2004 – JAN 2005

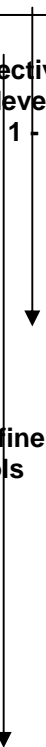
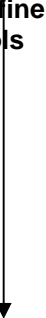
Responsibility Area	Task	Expected Result/Standard Required	Method of Measurement
<b>Design Overall Learning &amp; Development Strategy</b>	A. Work closely with Business Development Facilitators and Capacity Building Facilitators in identifying learning and development needs of Level 1 – 3 clients	A. Learning and Development Needs identified for Level 1 – 3 Clients in all Enterprise Hubs.	A. Client feedback and engagement
	B. Design of a National L & D Development plan.	B. A National Learning & Development Plan for 18 months.	B. Contribution and approval from Senior Management and Field Officers.
	C. Design & implementation of strategies for Long-term accreditation of training materials and courses.	C. Training Materials and Courses Accredited in line with the Australian National Training Framework	C. ANTA (Australian National Training Association) accreditation
	D. Co-ordinate all Learning & Development Initiatives that come out of L & D plan	D. All initiatives and projects supporting the overall Vision and L & D plan	D. Initiatives being rolled out in accordance with L & D plan.
<b>Design and implement effective evaluation systems</b>	E. Develop effective evaluations systems, nationally	E & F An effective and efficient system for improvement of learning tools & learning strategies (including formal and informal training)	E & F: Staff feedback, results of internal audits.
	F. Design & oversee a learning and development information system database		

## KEY RESPONSIBILITIES & OUTCOMES: NOV 2004 – JAN 2005

Responsibility Area	Task	Expected Result/Standard Required	Method of Measurement
<p><b>Co-ordinate &amp; Design Formal Training Initiatives</b></p> 	<p>G. In consultation with MED Technical Director, co-ordinate, implement and assist in the development of formal training programs.</p> <p>H. Facilitate effective delivery of 'soft' training programs for Capacity building.</p> <p>I. Networking with Government and Non-Government Training Providers.</p> <p>J. Management and quality control of external training providers.</p>	<p>G. Formal training programs that meet the immediate needs of Indigenous clients in regards to Business Development, Micro-Finance lending, and Capacity Building.</p> <p>H. Training programs that effectively communicate on:-</p> <ul style="list-style-type: none"> <li>- Mindset change</li> <li>- Vision &amp; Dreaming</li> <li>- Confidence</li> <li>- Sales &amp; Customer Service</li> <li>- Relationship/Negotiations</li> </ul> <p>All Formal training initiatives designed in line with Adult Learning Principles, competency based learning, and Culturally sensitive to Indigenous learners.</p> <p>I. Strong connections with TAFE, BEC's and other service-training providers.</p> <p>J. External formal training used in Enterprise Hubs, is carefully monitored for quality and effectiveness</p>	<p>Client Feedback Retention rates for training Staff Feedback Business Improvement</p>



## KEY RESPONSIBILITIES & OUTCOMES: NOV 2004 – JAN 2005

Responsibility Area	Task	Expected Result/Standard Required	Method of Measurement
<p><b>Facilitate effective delivery of one-to-one development for clients Level 1 - 3</b></p> 	<p>Assist field officers develop local learning strategies for their Enterprise Hubs, in line with client specific needs and profiles</p> <p>Oversee the effective delivery of one-to-one development for clients Level 1 - 3</p>	<p>Connections with Pro-bono mentors that adds value to business improvement and clients development.</p> <p>Field officers trained in one-to-one coaching principles.</p> <p>A range of learning tools, that are easy to use by Pro- bono volunteers, and assist clients improve their business</p>	<p>Client Feedback Staff Feedback Pro-bono volunteer feedback Business Improvement</p>
<p><b>Design &amp; Refinement of Learning tools</b></p> 	<p>Support field officers in further developing &amp; refining training tools for Micro Lending.</p> <p>In consultation with field officers, prepare additional generic training tools for Capacity Building and Business Development.</p> <p>Design and develop training manuals and training tools that will be rolled out to a national Indigenous audience. For the specific development of individual businesses.</p>	<p>A range of training tools and training materials that add value to Business Improvement, Clients personal development, Lending repayment practice</p>	



## LIMITS OF AUTHORITY

- a) The authority of the MED Technical Director and the CEO is required before the Learning and Development plan is implemented on a National Level.
- b) The authority of the MED Technical Director and the CEO are required before learning materials and tools are rolled out on a National Level.
- c) Approval for expenditure over a level of \$500 on any purchases requires the approval of the MED Technical Director.
- d) Expenditure on supplies, expense items, training may be approved to budget level.
- e) The authority of the CEO is required before staff may be hired into the L & D Enterprise Hub

## CRITICAL QUALIFICATIONS/SKILLS/EXPERIENCE

### Qualifications:

- Tertiary qualifications in HR Development, or an equivalent combination of skills and experience.
- Cert IV in Training and Workplace Assessment.

### Skills/Experience:

- Experience working in Micro Enterprise Development with Indigenous Australians
- Sound knowledge of training evaluation methods.
- Strong verbal and written communication skills and ability to interact at all levels of the organization
- Demonstrated ability to work as an integral part of multiple teams and without close daily supervision.
- Confident presenting and facilitating training.
- Ability to provide quality end-to-end training solutions with the consultation of Key Business.

### Aptitude:

- Enthusiasm
- Creativity
- Attention to detail
- Embrace cultural difference
- Flair for achieving results through people.

**Position Description Approved By:**

**Position Title:**

**Signature:**

**Date:**

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**Employee/Contractor:**

**I have read and agree with this position description**

**Signature:**

**Date:**