

POSITION DESCRIPTION

POSITION: Learning and Development Partner	
DIRECTORATE: Office of the General Manager	GROUP: People Culture and Safety
SECTION: People Culture and Safety	REPORTS TO: Team Leader Human Resources
GRADE: H	EMPLOYMENT TYPE: Permanent Full-time
HOURS/WEEK: 35 hrs / week	POSITION No.: 685
DATE: Aug 2026	

OUR VISION

“Empowering the community and visitors to enjoy and grow our opportunities”.

OUR VALUES

We ensure that our Values are the foundation for everything we do.



iNnovate

Challenge the status quo in search of better outcomes.



Collaborate

Seek to understand different perspectives to problem solving.



Accountable

Take ownership and have the courage to call things out.



Respect

Mutual respect. No time for disrespect.



Empowering

Here to make a difference.

THE DIRECTORATE

The Office of the General Manager – through the Executive Leadership Team – provides strategic direction and corporate leadership for the operations, governance and organisational performance of the City. This is achieved through a focus on; financial and corporate sustainability; driving economic and tourism outcomes and ensuring effective people, culture and safety outcomes.

THE GROUP/SECTION

Our People Culture & Safety Group works in a strategic capacity with our people and leaders to ensure a positive and productive work environment, through effective guidance around workforce resourcing, learning & development, leadership, reward and recognition, performance management and safety, health & wellbeing.

POSITION OBJECTIVES

The Learning & Development Partner supports workforce capability by partnering with People Leaders to identify learning and development requirements and facilitate access to appropriate learning solutions.

The role, as an SME, coordinates and administers learning and development activities, monitors compliance with mandatory training obligations, maintains learning systems and records, and supports the delivery of organisational development initiatives that contribute to the City's operational and organisational objectives.

KEY ACCOUNTABILITIES

Work Health & Safety (WHS)

Contribute to a safe working environment by:

- Demonstrating safe work place practices and behaviours and encouraging others to do the same.
- Reporting all incidents, near misses and hazards in accordance with the City's processes.
- Taking reasonable care for own health and safety and the health and safety of others in the workplace.
- Participate and contribute in WHS training and consultation as required and be supportive of the implementation and development of safe work practices.
- Compliance at all times with statutory and regulatory requirements and Australian Standards.

Customer Service

Promote a positive and professional image of the City through:

- Creating and maintaining good relationships with the Community and our stakeholder customers.
- Taking the time to understand the needs of customers and their expectations.
- Provision of clear, accurate and timely technical and general advice to Council, management, stakeholders and clients.
- Following up on both positive and negative feedback received.
- Considering customer service in all aspects of their duties.
- Continuously looking for ways to improve the level of customer service you deliver.

Community Engagement

Committed to active and appropriate engagement processes guided by the principles of:

- Informing – Giving information to the community where instructed.
- Consulting – Obtaining community feedback when requested.
- Involvement – Engaging directly with the community as directed.
- Partnership – Partnering with the community to create solutions.

- Enabling – Placing final decision making in the hands of the community and City of Coffs Harbour management

Learning and Development (L&D)

Support the City of Coffs Harbour as a high performance organisation by:

- Participating in strategic learning and development initiatives.
- Undertake and participate in L&D initiatives that directly enhance and/or improve individual performance and contribute to the City's effectiveness.
- Take individual responsibility for own learning and engage in professional development.
- Participate in learning and development activities in accordance with the City's Training plan.
- Work collaboratively with the other staff to identify training needs and appropriate solutions.

Sustainability

- Consider the interconnections between economy, society and environment and ensure sustainability.
- Incorporate the City's Sustainability Policy and Climate Change Policy into daily operations whilst applying appropriate environmental laws and the management of cultural diversity in controlling the risk of serious or irreversible impacts on the environment, society and heritage values.

Continuous Improvement

- Supporting staff and the leadership team in the implementation of new and improved business processes.
- Support organisational initiatives including business and cultural change programs that progress the organisation towards the desired state.

Organisation Support

Support the leadership and management by:

- Embracing the organisations vision and values, so that they are demonstrated through behaviours, actions and attitudes.
- Ensuring all appropriate City Policies and Procedures relating to employment, including Equal Employment Opportunity, Code of Conduct and Fraud & Corruption.
- Ensuring the WHS responsibilities of the role are undertaken in accordance with the City WHS Responsibilities Statement, WHS legislation and other City Policies and Procedures regarding WHS.
- Ensuring business records are maintained accurately and on time, in accordance with the City's Records Management Policy.
- Providing valued team contribution, coupled with performance and behaviours consistent with a positive and productive work environment.

KEY AREAS OF RESPONSIBILITY

- Undertake the development and delivery of a broad range of learning and development frameworks, initiatives, policies and procedures that align with organisational objectives, including; onboarding, talent development, performance improvement, education assistance, work, health & safety, leadership development and organisational change.
- Provide high quality learning and development advice to People Leaders to support the identification of tailored learning needs, as well as effective approaches for employee development in order to enable a continuous improvement culture.
- Source, quote and manage appropriate learning providers within our region to supply training, for both accredited and non-accredited programs, including mandatory compliance requirements.
- Coordinate the City's Trainee, Apprentice and Graduate program, Educational Assistance program and work experience placements, including partnering with People Leaders to provide expert advice and support with regards to the employee's experience.
- Coordinate and monitor learning and development budgets, training expenditure and available funding programs, including apprenticeship and traineeship incentives, to ensure learning activities are delivered cost-effectively and organisational compliance requirements are met.
- Develop and facilitate the annual Training Plan and the City's compliance training program for the City of Coffs Harbour.
- Effective administrative management of the City's on-line learning platform and associated systems, ensuring appropriate records are maintained regarding learning and development activities.
- Work collaboratively within the People Culture & Safety Group and across the City of Coffs Harbour as required on projects and operational issues to provide a coordinated, effective and outcome-focused service to the organisation.
- Evaluate existing learning and development programs, make recommendations for change, and upon approval, implement these changes
- Contribute to organisational business strategy by engaging with People Leaders to identify, prioritise, and build organisational capabilities, behaviours, structures, and processes.
- Contribute to the development of relevant metrics and assist the business in the review of metrics to identify emerging people issues, trends and business critical issues and recommend possible solutions.
- Perform a range of training administration procedures that support the budgeting, scheduling and/or rescheduling, communications, record maintenance including entering attendance and results.
- Undertake other tasks/duties as directed by your leader – that are within the skills capability and training of the employee

KEY RELATIONSHIPS

Internal

- Team Leader Human Resources
- Group Leader, People Culture & Safety
- People Leaders and Senior Leadership Team
- People, Culture & Safety Group
- Other City of Coffs Harbour staff

External

- Group Training organisations
- TAFE NSW
- Training providers & Consultants

OTHER POSITION REQUIREMENTS

- Based on a 35 hour week, the ordinary hours of work will generally be between 06:00 and 19:00 Monday to Friday. Actual start and finish times within this span will be arranged with your People Leader.
- Flex time may be available in accordance with City procedures.
- Work may be required to be undertaken outside of ordinary working hours as agreed with your People Leader. Payment will be in accordance with the Award and the City's Enterprise Agreement (EA).
- This position is delegated with certain powers, authorities, duties and functions under the City's Delegations of Authority in accordance with the Local Government Act.
- This position is located at Yarrila Place, Coffs Harbour and may be required to attend and/or work at other sites/locations from time to time having regard to the nature of the role.
- This position involves working in a predominantly indoor environment and using a computer is considered a core component of the role. There may be occasional visits to other work locations. The position requires an average level of aerobic and physical fitness to undertake occasional physical activities, including manual handling tasks as part of a normal working environment. A medical assessment will be required to be completed prior to commencement.

QUALIFICATIONS/LICENCES/EXPERIENCE

Essential

- Tertiary level qualifications (Cert IV or above) in Human Resources, Business, or Training/Education
- Demonstrated experience in aligning organisational needs with the implementation and assessment of learning and development needs and initiatives within an adult learning environment
- Demonstrated experience in the development and implementation of contemporary learning and development policies and practices.
- Experience in using HR information systems, Learning Management Systems and high proficiency in Microsoft Office
- Solid Understanding of the AQF Framework

Desirable

- Current NSW Drivers Licence
- Current Cert IV in Training and Assessment
- Familiarity with TechOne computer software
- Experience in local government in similar role

CAPABILITIES

- Substantial capability in the coordination and delivery of learning solutions and skill development programs which align to both the strategic direction of the City and individual employee development needs / goals to improve organisational capacity / efficiency and ensure legislative compliance.
- Demonstrated communication skills and ability to develop sound working relationships with key stakeholders (internal & external) and provide consistent advice in relation to learning and development matters
- Demonstrated knowledge of current trends within the learning and development space, including onboarding, leadership, organisational change and experiential learning.
- Strong ability to undertake effective learning needs analysis at an individual, team and organisational level
- Demonstrated capability in reviewing and evaluating training programs
- Strong ability in sourcing and acquitting funding for training programs and associated incentives
- Demonstrated ability to contribute to strategic organisational development initiatives including but not limited to employee engagement, skills, culture and capacity building
- Demonstrated ability to manage significant work volumes with a high level of attention to detail.
- Demonstrated ability to engage and influence key stakeholders to achieve positive organisational outcomes.
- Demonstrated ability to recognise trends and develop recommendations based on data analysis
- Demonstrated initiative and capability to work independently and as part of a team

Position Demands Analysis

Learning and Development Partner

EXPOSURE RATING TABLE			
No exposure	Low Exposure	Medium Exposure	High Exposure
0 hrs daily	0-2 hrs daily	2-4 hrs daily	4-8 hrs daily
0	1	2	3

PHYSICAL REQUIREMENTS					
<i>All Lifting to be undertaken using effective risk based manual handling techniques.</i>					
Sedentary work lifting 0 - 4.5kg	1	Elevating arms above shoulder height	0	Climbing to access / exit excavations	0
Light work lifting 4.5 - 9.1kg	0	Extend arms for reaching	0	Kneeling for extended periods	0
Medium work lifting 9.1 - 22.7kg	0	Sitting for extended periods	2	Crawling	0
Heavy work lifting 22.7 - 45.5kg	0	Standing for extended periods	0	Balancing	0
Repetitive Lifting	0	Walking for extended periods	1	Hearing above background noise	0
Pulling Loads > 5kg	0	Walking on uneven ground	0	Depth perception	0
Pushing loads > 5kg	0	Frequent bending / stooping	1	Colour vision	0
Lifting with trunk twisting	0	Shovelling / digging	0	Fine manipulation	0
		Throwing	0		
USE OF PERSONAL PROTECTIVE EQUIPMENT					
Safety boots / shoes	0	Dust Mask / Respirator	0	Reflective vest	0
Hard hat	0	Protective eyewear	0	Breathing Apparatus (BA)	0
Ear plugs / muffs	0	Gloves	0		
EXPOSURES					
CHEMICALS		CHEMICAL NAME/TYPE		BIOLOGICAL	
Dusts	0			Odours / Mists / Fumes	0
Liquids	0			Possible exposure to sharps	0
Herbicide spraying	0			Possible exposure to Q Fever	0
Pesticide spraying	0			Possible exposure to Tetanus	0
Gases / Vapours	0			Possible exposure to Hepatitis A, B, C	0
Working with solvents	0			Possible exposure to blood / bodily fluids	0
				Possible exposure to plant pathogens	0
PHYSICAL/PSYCHOLOGICAL					
Inside work	0	Working near machinery	0	Slippery surfaces	0
Outside work	0	Operating machinery	0	Low light areas	0
Confined spaces	0	Vibration	0	Shift work	0
Working alone	0	Working at heights	0	Use of computer for screen-based activities	0
Working with hot substances	0	High Temperatures > 38 degrees	0	Prolonged driving periods > 2hrs	0
Working with cold substances	0	Low Temperatures < 3 degrees	0	Violence / aggression from customers	0
Noisy work areas	0	Fatigue	0	Threat / attack from animals / wildlife	0