



Position Description

Learning Coordinator Learning and Development

Purpose:

The purpose of this position is to provide high quality co-ordination and support to the business on all learning events and be the local learning representative for your respective portfolio.

As part of the Learning Programmes team, this role is responsible for the following activities:

- Working collaboratively with local and regional managers to understand business requirements to develop and update relevant training plans
- Organising the onboarding from a learning perspective for all new starters.
- Forecasting training needs and inputting into annual training schedule
- Leading conversations with local managers around career progression and development opportunities for their team through to implementation
- Learning Coordination which may include, but not limited to; sending course confirmation, booking rooms, updating LMS, order catering, order resources, communicating with all relevant stakeholders
- Managing compliance and assurance process for a particular portfolio
- Working collaboratively with Learning Programmes team to provide consistent support to business
- Being a learning ambassador and communicating change and updates to local managers.
- Other duties as required

Health and Safety is an important part of how KiwiRail operates. You will be a safety leader and will be expected to "walk the safety talk"

Dimensions:

Reports to: Learning Programme Manager

Responsible for: Nil

Location: Auckland or Wellington

Budget: Nil

Key Internal Contacts: Human Resource Team
Zero Harm Team
Talent Acquisition Team
KiwiRail Accounts Receivable Team
Line Manager/ Terminal Manager
Production Manager

Site Leader
Business Unit Administrators

Key External Contacts: Regulatory Bodies
Contractors
Suppliers

Key Accountabilities

Learning Coordination

- Build an annual training schedule based on business wide training needs in collaboration with wider learning programmes team
- Manage the end to end process for learning events, adhering to the course booking process, internal reviews, evaluations and continuous improvement
- Liaise with Learning Delivery team when scheduling in additional courses outside of the annual schedule or making any changes/amendments to the agreed plan
- Ensure all courses are entered into KLE accurately, in a timely manner
- Ensure all courses are entered into Resource Guru (RG)
- Actively monitor course numbers to ensure minimum participant numbers are met. If not, follow relevant cancellation process.
- Update Learning Profiles in KLE as required and work with individuals' direct manager to fulfil any learning gaps
- Ensure booking form is completed when contractors request to attend KiwiRail supplied training
- Schedule external training as required, utilizing our preferred supplier list and ensuring maximum attendance, seeking opportunities to offer training cross-functional
- lead continuous improvement initiatives within your respective portfolio
- Be a learning ambassador, adhering to relevant processes and structures
- Update and report to relevant stakeholders on course and people progress, identifying development needs and working collaboratively with wider HR team where applicable.
- Proactively lead, update and implement progression conversations with local managers, identifying personalized development plans for key talent and organizing relevant learning pathways to meet the continued growth of our operational business
- Frequently conduct learning gap analysis for each particular role and build an individualized approach to address these gaps
- Build induction learning plans as part of the Future You onboarding experience for new staff through bulk recruiting and training, working closely with Talent Acquisition through the selection process, assessment centres and being the local learning representative and support for the entire programme
- Be a team player, supporting the wider learning programme team if/when required
- Working closely with Business Support Lead with monthly training budgets and reporting, analysing actual/budgeted and expected spend each month, while also leveraging off preferred supplier agreements, bulk booking of external courses and managing no-shows/cancellations

Data Control and Reporting

- Utilise KLE as the primary system for recording all learning across the business
- Maintain and proactively manage training data including records, learning profiles and archiving
- Provide in-house KLE user support and communicate upgrades and functional changes to business as required.

- Monitor and update competency report, adhering to the KiwiRail Assurance Process where applicable
- Ensure wherever possible, no individuals' skills become overdue without reasonable justification
- Ensure all data is updated in KLE within 24 hours
- Provide reports to internal and external stakeholders upon request
- Collaborate with Learning Management System (LMS) Coordinator to support any KLE enhancements, communicating to key stakeholders as per relevant change process
- Support KLE.Help by regularly monitoring incoming requests
- Work collaboratively with LMS Coordinator to maintain an up-to-date training catalogue
- Ensure all processes are documented and reviewed regularly to ensure fit-for-purpose outcomes
- Lead assurance and compliance process within your respective portfolio, adhering to assurance process and working closely with local managers to maintain current competencies

Engagement

- Build strong working relationships with internal and external stakeholders
- Communicate regularly with managers to ensure there is adequate time to relieve individuals from work duties to attend training/revalidation days
- Become the key learning contact for your respective portfolio, working closely with your local managers to understand their needs, changes or projects in the pipeline and providing support and advice from a learning perspective, in collaboration with Learning Programme Manager.
- Work with business managers on career progression plans and scheduling into relevant progressional training
- Promote KLE enhancements where applicable
- Ensure a physical presence on site when required, providing relevant updates and check-ins with local teams.

Financial Support

- Manage purchase orders and credit card transactions and reconciliations for supplier invoices & ensuring supplier and company policy are met.
- Create relevant training invoices in line with the L+D Charging matrix in a timely manner
- Support the payment process of online and face-to-face learning events and charging appropriately
- With support of Business Support Lead, present monthly budget allocations and spends to local managers within your respective portfolio
- Work with KiwiRail Accounts and follow up any aged receivables

Zero Harm

- Responsible for complying with all rail safety system standards, procedures and statutory requirements within your area of responsibility
- Responsible for your own safety and that of other rail employees, contractors and visitors within your work environment
- Responsible for the identification, reporting and initial control of any safety or environmental hazard identified within your area to your immediate manager
- Adhere to Kiwirail's health and safety requirements and take responsibility for maintaining a proactive approach regarding both personal wellbeing as well as

that of fellow employees, associated client personnel, sub-contractors and members of the public.

- Report all accidents and incidents to your immediate supervisor within one hour

Person Profile

Essential:	Desirable:
<ul style="list-style-type: none">• 3-5 years administrative experience• Advanced level skills for Microsoft Office packages• Excellent ability to deliver an end-to-end process, managing conflicting priorities, multiple stakeholders and timeframes• Moderate experience in coordination of people and learning events•	<ul style="list-style-type: none">• Experience of training operations, systems and procedures• Experience working in rail, engineering, construction or electrical industries• Advanced administrative skills• Event management skills

Education:

Essential:	Desirable:
<ul style="list-style-type: none">• Certificate (Level 4) in relevant field such as administration	