

Position description



Position: Learning and Development Specialist
Location: National Support Office, Auckland
Business Unit: People & Capability
Reporting to: Manager – People & Capability
Dated: 20 August 2018

Our Vision

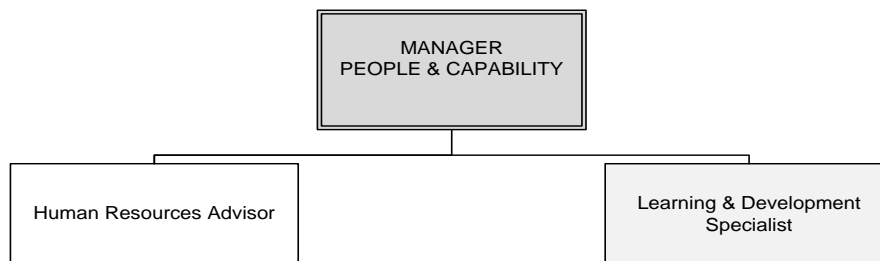
To be New Zealand's first choice for vehicle inspections.

Our Mission

To deliver the highest standard in vehicle inspection, industry expertise and innovation.

Our Values

- Leadership* – We have courage to shape a better future
- Teamwork* – We are one team working together
- Culture* – We enjoy what we do
- Professionalism* – What we do we do well
- Communication* – We listen to and respect each other



The Learning and Development Specialist role sits within the People & Capability (P&C) Team whose purpose is to ensure that VINZ has the people and capability to deliver on VINZ's Vision and Mission.

P&C is also responsible for the design and delivery of a range of business wide P&C initiatives, policies, operational processes and systems aimed at ensuring that managers have access to the best possible advice, support and systems to lead, motivate, develop and manage their people.

POSITION PURPOSE

The purpose of the Learning and Development Specialist is to develop, design and deliver highly effective learning initiatives to the wider organisation throughout NZ, and over time to select external customers.

The L&D Specialist will also identify and secure external resources to meet business needs and draw upon the wider L&D community to ensure currency of methodology and learning interventions.

KEY RESPONSIBILITIES**Learning Strategy and Organisational Development**

- Lead the development and implementation of learning initiatives (soft skills and technical), ensuring they are efficient, effective, fit-for-purpose and aligned to business needs.
- Conduct 'needs analysis' across the organisation to ensure learning initiatives and collateral support
- organisational goals and workforce learning and development needs.
- Review and evaluate the LMS (Litmus) for its delivery of effective, efficient and value for money learning outcomes i.e. fit for purpose analysis.
- Develop an online learning strategy (LMS based) for core roles which includes the schedule, resource, budget, consultation, risk management and user testing and evaluation.
- Co-ordinate and collate input from the Technical Services Team, General Manager – Operations & Delivery and other subject matter experts for content development, delivery and quality assurance.
- Develop, craft and deliver learning initiatives: LMS based, workshop, blended, individual
- Plan, co-ordinate and implement relevant learning interventions and appropriate media opportunities (e.g. face-to-face, online) to best meet the needs of the learning audience.
- Work and coach subject matter experts to provide them with the skills and expertise to train others as required.

Learning Programme Evaluation

- Develops mechanisms and evaluation processes to systematically monitor, review and measure the success of initiatives (effectiveness and ROI).
- Reviews and reports on learning initiatives by evaluating and validating interventions and activities.
- Reviews deployed learning to identify enhancements and continuous improvement opportunities.
- Ensures appropriate quality assurance processes are in place for learning initiatives, whether delivered internally or by external providers.

Resource Management

- Identifies, reviews and selects with Manager – P&C quality, cost effective service providers and resources.
- Brokers access to and use of external support when required.
- Liaises with and manages external learning solution provider relationships.
- Provides input and advice regarding L&D operating costs.
- Ensures systems and technology are consistent with the instructional design practices that deliver the right outcomes.

Relationship Management

- Develops and maintains effective working relationships with subject matter experts such as General Manager – Operations & Delivery and the Technical Services Team, to ensure a thorough understanding of business needs and assist with the transfer of knowledge and learning.
- Ensures that key stakeholders are kept informed of progress on work, including risks and/or issues that may arise.
- Develops and maintains an appropriate network of contacts, both internal and external to leverage knowledge
- Manage external provider relationships and ensure that quality, time and cost measures are met.
- Work closely with the Manager – P&C and P&C Advisor to ensure a seamless and co-ordinated approach.
- Keep up to date on capability development theories, trends and practices and provide thought leadership and advice to others

Learning Leadership

- Ensure the integrity of learning design, by providing support and coaching, sharing expertise and mentoring others.
- Lead the Learning and Development thinking that is innovative and aligned with industry best practice.
- Participate as a member of the HR team and provide input into project work.
- Provide specialist advice and input into areas such as designing learning outcomes / objectives, identifying assessment outcomes, evaluative measures, and customer satisfaction / learner and trainer feedback.

Health, Safety & Wellbeing

- Comply with all requirements of the Health and Safety at Work Act 2015 and VINZ Health and Safety Policies and Procedures.
- Ensure that all work is carried out in a safe and responsible manner that does not compromise the health and safety of self or others in the workplace.
- Confirm, acknowledge and record any work-related accidents or near misses.
- Take proactive involvement in supporting VINZ Health & Safety Champions and reinforce safe behaviour among all employees.
- Ensure you are aware of Health and Safety Manuals/Booklets/ First Aid Kits and VINZ H&S policy procedures.

Privacy & Security

- Act in accordance with VINZ privacy and security policies and procedures in addition to the Privacy Act 1993.
- Maintain the strictest confidentiality when dealing with any personal or sensitive information.
- Ensure documents containing personal information are always kept secure.

The Learning and Development specialist will work closely with all divisions within VINZ in particular P&C, Technical Services Team and the General Manager – Operations & Delivery to promote and apply best practice and innovative ideas and concepts into coherent learning and capability programs of work.

Position Description Scope of Duties

As the L&D Specialist role will evolve over time, the job holder is expected to perform such other duties as can reasonably be regarded as incidental to the position description, and such other duties reasonably within their experience and capabilities as may be from time to time be assigned.

WORKING RELATIONSHIPS**Internal:**

- CEO & Senior Leadership Team
- Manager - People & Capability
- People & Capability Advisor
- Technical Services Team (TST)
- General Manager – Ops & Delivery
- General Manager – Commercial
- Financial Controller
- Marketing Specialist
- IT Services
- Regional Managers
- Site Service Managers & Staff
- JEVIC senior managers

External:

- Learning and development experts in private and public-sector organisations.
 - External providers of L&D services and technologies including MITO, UNITEC, EMA, tertiary institutes & others.
 - NZTA
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DELEGATIONS

Financial: \$500.00

LEAD

Direct Reports: Nil

IDEAL PERSON SPECIFICATION**Knowledge, Skills and Experience (including Technical Competencies)*****Essential***

- Significant (3+ years) experience in instructional design and adult learning, including resource design, development and delivery.
- Significant (3+ years) experience with a variety of Learning Management Systems (LMS) as user, content creator and manager with ability to coach others.
- Strong proven ability in:
 - Learning needs analysis and learning design skills and experience, technical and soft skills.
 - Current knowledge and understanding of contemporary and emerging learning and development practices and tools, particularly in the digital space.
 - Evaluation experience and associated reporting.
- A proficient user of e-learning tools and technologies.

- Professional knowledge and experience of adult learning theory and the methodology and practice of teaching adult learners.
- Strong proven ability to:
 - Establish and build strong working relationships organisational relationships: SLT, managers, individuals and group.
 - Make sound decisions and provide critical thought leadership concerning instructional design topics.
 - Translate technical jargon and instructions into plain English.
- Proven ability to develop trust, confidence and credibility.
- Clear and concise written communication skills including report writing, and excellent oral communication skills.
- Well-developed analytical skills.
- Exceptional relationship management skills across all levels of an organisation.
- Well-developed and methodical organisational skills.
- Shows business acumen to be able to understand VINZ’s requirements and translate these into practical solutions.

Desirable

Experience:

- Operating in a consultative style and environment.
- Coaching and developing adult learners
- Developing programmes or strategies for large-scale transformation programmes.

Qualifications:

Essential

- A relevant degree or tertiary qualification (e.g. L&D, OD, HRM, teaching)
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POSITION DESCRIPTION PREPARED BY:

Janine Sherwin, People & Capability
Advisor

AUTHORISED BY:

Sean Stevens, Acting Chief Executive
Officer

HUMAN RESOURCES AUDIT BY:



David Law, Manager – People & Capability

Current job holder: _____

Date: August 2018