

Position description

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| Position title | <i>Learning and Development Manager</i> |
| Group / Branch | <i>People, Safety, Governance (PSG)</i> |
| Reports to (Title) | <i>Group Manager, Future Workforce</i> |
| Competency level | <i>People Leader</i> |

Job Purpose

The Learning and Development (L&OD) Manager is responsible for leading the strategic development of all learning, development and talent management initiatives, including leadership development, for South East Water with the purpose of building employee and leader capability, empowering our people to be their best and creating a culture of engaged, self-led, high performing and agile employees and leaders.

The L&D Manager will deliver this by leading a small team of learning, talent and capability experts who work closely with the wider business to understand the learning and development needs and capability priorities required to meet our strategic objectives and customer outcomes.

Key Accountabilities

Learning and Development

- Build strong partnerships across PSG and the wider organisation to ensure that L&D initiatives and programs are contemporary, creative, fit for purpose, accessible and inclusive, focus on current and future skills and leverage digital innovation
- Develop and oversee the Learning and Development Calendar and Directory, underpinned by our capability framework, leadership model and technical competencies and values
- Review, leverage, optimise and promote the eLearning Hub (LMS)
- Ensure that systems are in place to continuously gather feedback and measure effectiveness of L&D programs and provide feedback to relevant training providers
- Oversee the process to assign compliance and regulatory training to employees, as required for their role, to ensure SEW minimizes risk and meets obligations.
- Work with the Learning and Development Specialist to ensure the recording of all L&D initiatives is systemized and up to date.
- Design and deliver new and existing L&D programs, aligned to our capability framework ensuring employees have the skills, knowledge and mindset to be future ready and deliver our strategy
- Review and update relevant L&D policies and procedures

- Develop and maintain learning materials, including session plans and digital learning tools which will be used within the various learning activities
- Manage the L&D needs analysis across the organization and the development of solutions based on needs identified
- Scope and manage L&D projects including timeframes, budget and resources

Leadership Development:

- Implement the Leadership Capability Framework that underpins the skills, behaviours and capabilities required to deliver our strategic plan
- Responsible for providing the tools, support and coaching and training required to build effective leadership capability across the organisation
- Manage and continuously develop the People Leadership development experiences ensuring aligned to strategic and cultural outcomes and our Leadership Capability Framework
- Engage external partners to deliver leadership and personal development training as required
- Design, develop and embed consistent suite of people leader tools to enhance employee experience, including but not limited to Leadership Essential programs and People Leader pathways, People Leader Playbook
- Facilitation of face to face and/or virtual training/workshops
- Manage suite of individual and team profiling tools including the debriefing and coaching of individual and team results

Other

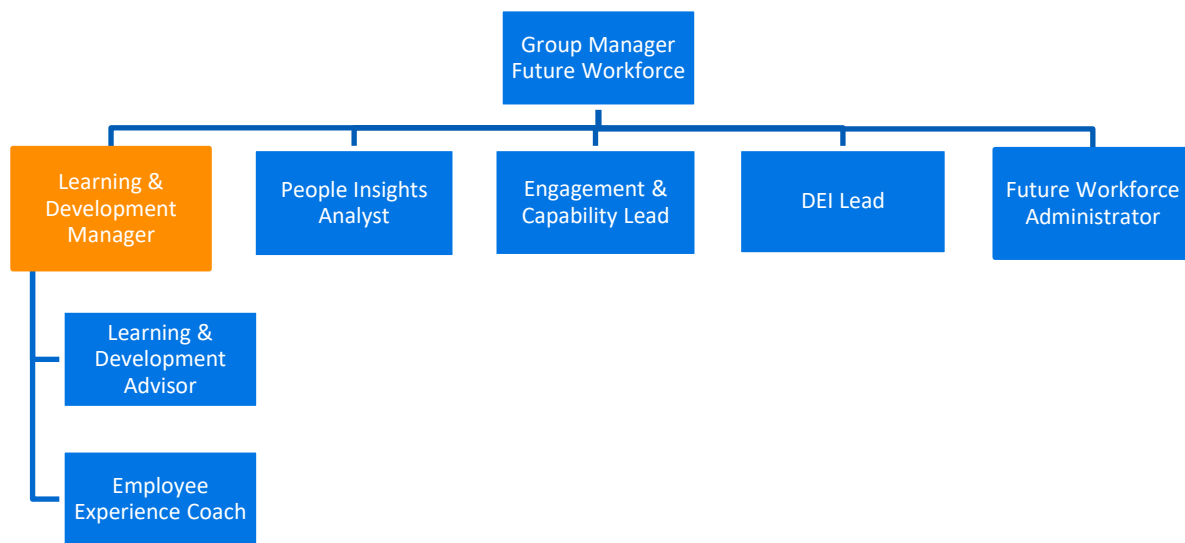
- Effective leadership, delegation, coaching and development of the L&D team, developing a highly engaged and high performing team
- Effective stakeholder management including wider PSG group, people leaders and external providers
- Meet all regulatory and compliance requirements of the role
- Network and collaborate with other water retailers, relevant organisational development professionals, industries and bodies to keep abreast of contemporary L&D best practice

Knowledge, Skills & Experience

- Tertiary qualifications in Learning and Development, Organisational Development or other related field and/or 10 years proven experience undertaking a similar role in a large and complex organisation
- Proven ability to design and deliver an L&D calendar with a broad range of workshops and learning outcomes across a diverse range of audiences, based on 70:20:10 principles, leveraging technology
- Excellent presentation and facilitation skills
- Excellent people skills to engage, consult, negotiate and influence stakeholders across all levels of the organisation
- High adaptability and curiosity with strong analytical skills and the ability to interpret data to recognise patterns and draw linkages
- Proven ability to translate theory into practice and communicate key messages across the organisation at all levels
- High level of commercial acumen and organisational savvy to understand the changing requirements of the organisation and industry more broadly

- Proven time management skills, with the ability to self-manage appropriately to consistently achieve deadlines and goals.
- Prior experience as a people leader and/or coach
- Accreditation in individual and team profiling tools desirable

Organisational Chart (Proposed)



Number of people managed:

2

Size of budget managed:

\$200,000 (excluding people costs)

Value of Assets managed:

N/A

Ensuring a sustainable, resilient organisation:

Authorities outlined in [Instrument of Delegations](#) Choose an item.

Compliance management responsibilities outlined in the [compliance and obligations register](#) Choose an item.

South East Water operates a 24/7 service environment. Whilst this role does not involve after-hours rostered duty, all employees may be required to provide out of hours support from time to time as required.

