

Learning Manager



Position Title: Learning Manager

Reporting to: Head of Operations

Special work requirements:

- Operating from Sydney CBD, NSW
- Full-time position

About Many Rivers

Inspired by Christian values, Many Rivers exists to help Indigenous and other Australians in disadvantaged circumstances to improve their situations through enterprise and economic development support.

Our objective is to support people and communities to move from welfare dependency to self-reliance and to make a valuable contribution to their communities and to the broader economy by assisting them to start in business, stay in business and thrive in business. In many of the regional and remote communities where we work there are limited job opportunities. Therefore, to create real economic growth and increase the opportunities for those in disadvantaged situations to overcome multiple economic and social challenges, Many Rivers supports enterprise creation and connection to mainstream economies.

Learning Manager

The primary role of the Learning Manager is to design and implement organisational learning and capability development to enable Many Rivers to achieve its purpose and organisational goals. The Learning Manager will develop and execute the organisational change management plan under the direction of the Head of Operations. In undertaking this work, the Learning Manager will collaborate closely with Many Rivers' Leadership Group and Team Members.

Learning Manager

Responsibilities

Learning Management

- Work with Many Rivers’ Leadership Group to identify Team Member learning needs;
- Design ‘Learning Pathways’ to enable Team Member onboarding, capability uplift and development through a formal role-aligned learning curriculum;
- Scope, design, build and implement learning content;
- Inform technology selection and training methodology to enable effective training to a diverse and geographically dispersed audience;
- Develop and implement assessment frameworks to evaluate training effectiveness, experience and achievement against learning objectives;
- Maintain and manage an organisational inventory of learning and training programs and related supporting material;
- Evaluate external courses against organisational needs and integrate into ‘Learning Pathways’;
- Anticipate and design for future learning needs;
- Train and manage trainers as required; and
- Monitor quality of learning content developed elsewhere within the business.

Change Management

- Work with the Head of Operations and Many Rivers’ Executive Team to develop and maintain an Organisational Change Strategy aligning all Business Plan, Project Plan, Change Request and Organisational Learning activities;
- Complete change impact readiness and impact assessments ahead of key change activities; Develop and implement engagement, communications and training plans and supporting communications to enable effective Organisational Change Strategy delivery;
- Identify and manage anticipated change risk and resistance, and develop effective mitigation tactics and strategies;
- Develop and implement assessment frameworks to evaluate change adoption and compliance, and work with the Head of Operations to continually improve outcomes;
- Undertake stakeholder mapping and engagement to develop change advocacy and inform the Organisational Change Strategy and related plans; and
- Integrate organisational learning needs, relating to change activities, into individual training packages and overall ‘Learning Pathways’ through the Learning Management function.

Personal Development

- Implement ongoing personal and professional development strategies and plans to improve job performance and work relationships as agreed with the Head of Operations.

Other responsibilities

- Many Rivers staff must work within the approved budget and in accordance with the Many Rivers Expenses Policy.

Learning Manager

Personal Competencies

Character

- An advocate for social justice and compassionate person.
- Unquestionable integrity and excellent listener.
- Share Many Rivers’ motivation and commitment to serve people without regard to ethnicity, social status, gender or religious affiliation.
- Fully aligned to Many Rivers’ Mission and Objectives.
- A person who is ready to make a strategic and personal investment into addressing disadvantage (structural and individual) in Australia.
- A self-starter that is motivated, proactive, organised and self-disciplined.
- Personal conduct that is professional, courteous and beyond reproach.
- Customer-centric - committed to providing a dependable/reliable level of support.

Skills

- Experience leading a Learning Development function, preferably within financial services or business development and coaching organisations.
- Learning design experience (curriculum development, content design and build, training delivery).
- Demonstrated experienced delivering complex IT and Business change projects, including detailed change impact and readiness assessments.
- Project experience with system implementations, ideally in CRM systems and applications such as Microsoft Dynamics CRM, Salesforce or SAP CRM.
- Ability to prioritise, move between and integrate change management and learning management functions.
- A proven track record of establishing and maintaining effective relationships with stakeholders at all levels.
- Advanced organisational and influencing skills, flexibility of style, attention to detail and ability to operate in a fast-paced, detail-oriented environment.
- Excellent presentation, written, communication and interpersonal skills.
- Experience working with virtual teams in a national or global environment.
- Strong skills in the MS Office suite, particularly MS Word, MS PowerPoint and MS Excel.

Qualifications

- Tertiary level qualification(s) in education or training disciplines.
- Change Management certification (PROSCI) advantageous.

Culture and Values

- Lives values of “care, respect and accountability”.
 - Operates with “openness and transparency”.
 - Is a “maker not taker”.
 - Practices “common ways of working”.
 - Develops self to support personal growth.
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