



POSITION DESCRIPTION

Learning and Development Coordinator

Unit/Branch, Directorate: People and Capability

Location: Wellington

Salary range: E \$49,465 - \$74,197

Purpose of position:

The Learning and Development Coordinator provides coordination and administration support to the Strategy and Capability team.

The position also provides administrative support to the wider People and Capability team, as and when required.

Our mission at the GCSB is to protect and enhance New Zealand's security and wellbeing.

Our mission at the NZSIS is to keep New Zealand and New Zealanders safe and secure

Our values at the GCSB are Respect, Commitment, Integrity and Courage

Our values at the NZSIS are Collaborative, Courageous, Positive, Driven and Self-aware

Intelligence Community Shared Services purpose: The Intelligence Community Shared Services (ICSS) is a trusted partner of the New Zealand Security Intelligence Service (NZSIS) and Government Communications Security Bureau (GCSB) enabling the achievement of individual and joint agency strategic and operational outcomes.

We provide expert advice, guidance and business support in the professional fields of people and capability, finance, facilities, security, and procurement.

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Key accountabilities	Deliverables/Outcomes
<p>Coordination and support to L&D training programme</p> <ul style="list-style-type: none"> • Coordinate the delivery of face to face in-house training, including but not limited to: <ul style="list-style-type: none"> ○ Managing the training registration process ○ Managing the logistics and set up for venues and catering ○ Coordinating and delivery of all pre and post course administration and material ○ Coordinating the completion of all post course evaluation processes, including maintaining course attendance records • Manage the scheduling, registration and attendance process for employees attending external training • Assist with administering the Learning Management System (LMS) • Manage and respond to general L&D queries from stakeholders, including through the L&D inbox • Contribution to the development of L&D strategies and policies • Assist with the provision of training reports and/or information to management on the effectiveness of training delivered • Manage training room bookings 	<ul style="list-style-type: none"> • Trainers are well supported when conducting in-house training including the logistics for all training meets expectations • All pre and post training administration is completed within agreed timeframes and standards • Training is arranged and delivered to a high standard that meets the requirements of trainers and attendees • External training registrations are successfully completed as per requirements • Learning Management System (LMS) information is relevant, up to date; and issues are accurately resolved or escalated within agreed timeframes and as per LMS procedures • Queries from stakeholders are responded to within agreed timeframes and resolved or escalated in accordance with L&D processes and policy • Active input into the development of strategies and policies meets management or stakeholder requirements • Accurate training records and information is produced to enable sound Return on Investment reporting to be completed to the agreed standard and timeframe • All requests are accurately actioned within agreed timeframes
<p>Coordinate and support the NZIC Career Development Board process including but not limited to:</p> <ul style="list-style-type: none"> • Manage the application process • Managing the logistics and set up of venues and board meetings • In conjunction with the HR Coordinators, Provide secretariat support at Career Development Board meetings • Provide general advice and administration 	<ul style="list-style-type: none"> • All deadlines within the Career Board process are met and to the expected standard • All support to the Career Board process is provided and delivered in accordance with policy and procedures • All Career Board stakeholders i.e. board

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<p>support to the process</p> <ul style="list-style-type: none"> • Compile and disseminate all board meeting documents 	<p>members, P&C team members are well supported to the expected standard</p> <ul style="list-style-type: none"> • Quality of work meets expected standards • Key stakeholders are kept informed throughout the Career Development Board process
<p>General administration support to the wider P&C team</p> <ul style="list-style-type: none"> • Assist with the coordination of the annual Scholarship programme • Assist with the coordination of internal and external events, as required • Provide general coordinating and administration support to P&C activities, as required • Participate as an active member in P&C business improvement or projects, as requested 	<ul style="list-style-type: none"> • Key stakeholders are kept informed throughout the Scholarship process • Events are arranged and delivered to a high standard, within scope and timeframes • Administrative duties are completed effectively and efficiently, to a high standard • Turnaround timeframes are met and customer satisfaction is achieved • Participates effectively as a P&C team members • Projects are relevant to the business and delivered in a timely manner • Assistance and input to business improvement initiatives is provided as requested and within agreed parameters
<p>Team collaboration</p> <ul style="list-style-type: none"> • Work effectively and constructively across the entire P&C, ensuring effective sharing of relevant information and a high level of communication 	<ul style="list-style-type: none"> • The entire P&C team is appropriately informed and communicated with on areas of relevance to their work
<p>Health and safety (for self)</p> <ul style="list-style-type: none"> • Work safely and take responsibility for keeping self and colleagues free from harm • Report all incidents and hazards promptly • Know what to do in the event of an emergency • Cooperate in implementing return to work plans • Be a visible role model at all times • Follow GCSB's safety rules and procedures 	<ul style="list-style-type: none"> • A safe and healthy workplace for all people using our sites as a place of work • All requirements in the NZIC Health and Safety policy and procedures are met
<p>Other duties</p>	<p>Any other duties that fall within the scope of the position</p>

Position delegation

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Financial delegation:	None
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Key stakeholders	
Internal:	<ul style="list-style-type: none"> • Strategy and Capability team members • People and Capability staff • GCSB and NZSIS staff
External:	<ul style="list-style-type: none"> • Scholarship applicants • Learning and Development providers/ trainers

Person Specification	
Experience:	<ul style="list-style-type: none"> • Previous administration and/or coordination experience in a medium sized organisation, preferably in a training environment
Knowledge and Skills:	<ul style="list-style-type: none"> • Excellent written and oral communication skills • Proficient in the use of the Microsoft Office suite of applications, with good keyboard skills • Excellent planning and organisational skills; and the ability to prioritise tasks to meet deadlines and effectively manage changing priorities • Professional customer orientation with a strong commitment to providing a high standard of customer service • Excellent interpersonal skills with the ability to liaise confidently and professionally with a diverse range of people at all levels within the organisation • Pride in their work and a 'can do' attitude • Excellent written and oral communication skills, with the ability to listen and correctly interpret instructions • Proven ability to perform well under pressure • Proven ability to work collectively as a member of a high performing and successful team • Self-motivated, with a proven ability to work independently using sound judgement and initiative • A high level of accuracy and attention to detail

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	<ul style="list-style-type: none">• Proficiency with electronic learning management systems (desirable)• A background or interest in HR, Learning and Development or Organisation Development (desirable)
Qualifications and Courses:	<ul style="list-style-type: none">• A relevant tertiary qualification is desirable
Specific Job Requirements:	<ul style="list-style-type: none">• Ability to obtain and maintain a TSS security clearance

Changes to Position Description

Positions in the GCSB may change over time as the organisation develops. Therefore we are committed to maintaining a flexible organisation structure that best enables us to meet changing market and customer needs. Responsibilities for this position may change over time as the job evolves. This Position Description may be reviewed as part of planning for the annual performance cycle.

Date PD reviewed: 28/08/2019

Signatures		
Manager's Name		
Signature		Date:
Employee's Name		
Signature		Date: