



## Position Description

<b>Position Title:</b> Learning and Development Coordinator	<b>Classification:</b> Bond Level 4
<b>Faculty/School/Office:</b> People Experience	<b>Date Position Classified/Updated:</b> March 2026

### Purpose of the Position:

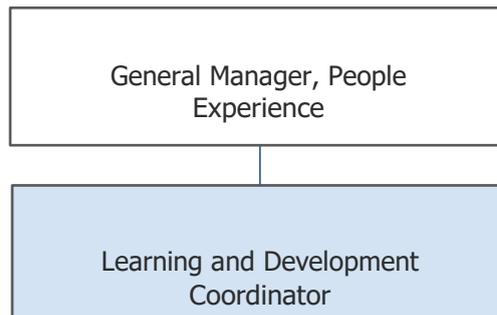
The Learning & Development Coordinator plays a meaningful, active role in supporting engaging learning and capability initiatives that enhance the overall employee experience. Working under the direction and guidance of the General Manager – People Experience, the role brings energy and consideration to detail across the full learning lifecycle, from developing course and workshop outlines, creating and refining learning content/resources across multiple formats, to coordinating end-to-end logistics for multimodal learning activities and maintaining the data, systems and processes that keep learning experiences running smoothly and professionally.

Beyond coordination, the role contributes to broader People Experience initiatives, supporting project planning and coordination, preparing draft documents, communications and resources, coordinating stakeholder input, and collating data and insights to track progress and inform continuous improvement.

Through the application of strong attention to detail, organisational skills, a genuine curiosity and a collaborative spirit, the Coordinator brings a proactive, practical, and solutions-focused approach to everything from content development, process improvement, to the day-to-day coordination that makes a real difference to the people and projects they support.

### Reporting Relationship:

This position reports to the General Manager, People Experience.



**Selection Criteria:**

- Tertiary qualifications in Human Resources, Education, Psychology, or a related field
- Certificate IV in Training and Assessment (TAE40122 or current equivalent) – highly preferred
- Demonstrated experience in a Learning & Development or People & Culture coordination role, which has included both program coordination and training administration
- Exceptional written communication skills, with demonstrated ability to produce a range of professional artefacts including presentations, course outlines, flyers, guides and engaging eLearning content and resources, tailored to diverse adult learners across in-person, online and hybrid delivery formats
- Experience collating and maintaining data in people and learning systems, learning administration, enrolment management and completion reporting
- Confident in engaging with a range of stakeholders, including SMEs, facilitators, leaders and external providers, in a professional and collaborative manner
- Exceptional attention to detail, with the ability to proactively manage competing priorities, problem-solve and meet deadlines in a fast-paced environment while keeping key stakeholders informed
- Self-motivated and solutions-focused, with sound judgement, a commitment to continuous improvement and the ability to work autonomously while actively seeking direction and feedback

**Desirable Criteria:**

- Experience using eLearning authoring tools (e.g., Articulate 360, Rise) and design tools (e.g., Canva, Adobe Express) - highly desirable
- Understanding of the 70:20:10 learning and development framework

Competency	Responsibility
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>○ Coordinate end-to-end logistics for learning activities (workshops, programs, webinars and compliance training), including understanding needs, scheduling, room bookings, organising pre-work, communications, catering, resources, set-up/pack-down, post-session evaluation and reporting.</li> <li>○ Maintain the annual People Experience development calendar, ensuring events are accurately scheduled, updated and promoted internally.</li> <li>○ Draft course outlines, learning objectives and update learning materials, including eLearning modules, facilitator guides, PPTs, job aids, infographics and activity sheets, using Articulate 360, Canva or similar tools, applying both adult learning and UDL principles.</li> <li>○ Work with SMEs to translate technical or legislative information into clear, accessible learning resources for face-to-face, online and blended formats.</li> <li>○ Support onboarding and PDR-related learning components, including preparing materials, coordinating sessions and refreshing content.</li> <li>○ Curate and maintain a training catalogue, with a list of provider offerings and a library of learning resources, articles, videos and toolkits.</li> <li>○ Maintain efficient systems and processes (course creation, enrolments, content updates, workflows) and conduct routine system/ content audits.</li> <li>○ Keep learning-related SharePoint, MS Teams and staff information pages accurate, current and easy to navigate.</li> <li>○ Conduct research to support the identification of training providers, learning tools, content design tools and evidence-informed practices for PE offerings.</li> <li>○ Act as the first point of contact for L&amp;D enquiries via the People Experience inbox, providing timely, accurate and customer-focused support.</li> <li>○ Maintain an inventory of physical learning resources (workbooks, stationery, equipment) and ensure materials are prepared and replenished.</li> </ul>

<b>Project Support</b>	<ul style="list-style-type: none"> <li>○ Provide coordination support for People Experience projects and initiatives under the direction of the GM People Experience.</li> <li>○ Take ownership of assigned tasks and small project components, preparing draft documents, templates, content or communications for GM review and refinement.</li> <li>○ Assist in developing and maintaining project plans, action registers, milestones and stakeholder updates to ensure timely delivery.</li> <li>○ Schedule and support project-related meetings, including preparing materials, documentation, capturing actions and monitoring follow-through.</li> <li>○ Coordinate stakeholder engagement activities to support project outcomes.</li> <li>○ Under direction of GM, liaise with internal teams to coordinate project deliverables and maintain alignment with agreed timelines.</li> <li>○ Assist with post-initiative data collation, debrief materials and lessons-learned summaries to support continuous improvement.</li> </ul>
<b>Data &amp; Reporting</b>	<ul style="list-style-type: none"> <li>○ Monitor compliance training workflows, including data checks, completion tracking, follow-up reminders and liaising with systems teams as needed.</li> <li>○ Maintain the accuracy and integrity of People Experience data and learning materials through regular audits, updates and reconciliation actions.</li> <li>○ Review and summarise learning and engagement data to highlight trends and opportunities, contributing insights for GM review.</li> <li>○ Prepare visual aids and data summaries (e.g., dashboards, infographics, presentations) for GM review to support communication of learning and PE project outcomes.</li> <li>○ Maintain organised spreadsheets, documentation, templates and process guides, and support basic budget tracking (purchase orders, invoice receipt) to ensure efficient PE operations.</li> </ul>
<b>Understanding of Quality Assurance</b>	<ul style="list-style-type: none"> <li>○ Staff should demonstrate an understanding of the principles of quality assurance and continuous improvement as they apply at Bond University.</li> <li>○ Staff are expected to demonstrate an ongoing commitment to the Bond University Strategic Plan, university policy and to our quality assurance processes.</li> </ul>
<b>Understanding of Cultural Sensitivity</b>	<ul style="list-style-type: none"> <li>○ Staff will come into contact with staff and students from a variety of cultural backgrounds. It is expected that mutual respect, cultural awareness and cultural sensitivity will form the basis of the professional working relationship.</li> <li>○ Staff are encouraged to attend a cultural sensitivity workshop to further enhance and develop cultural awareness and cultural sensitivity skills.</li> </ul>
<b>Understanding of WHS Responsibilities</b>	<ul style="list-style-type: none"> <li>○ Maintain a safe workplace and follow safety directions and internal controls. Alert your Manager of WHS risks and be vigilant in observing safe practices. Understand WHS requirements in your work area.</li> </ul>

	<ul style="list-style-type: none"><li>○ All managers of staff are required to conduct risk assessments and implement controls accordingly as well as action safety audit results within the directed time frame.</li><li>○ Awareness of, and accountability for, WHS responsibilities in the work area and for the staff and contractors under your control (if applicable).</li></ul>
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Note – the successful applicant will be required to produce a certified copy of their highest qualification received prior to commencement of duty.

This position description is intended to provide an overview of the role at Bond University rather than an exhaustive list of duties. From time to time, you may be asked to assist with other tasks or areas, as directed by Management, to support broader team and organisational priorities.