

JOB TITLE:	L&D Coordinator
DEPARTMENT:	Domestic Human Resources
JOB HOLDER:	New Role
REPORTS TO:	Manager, Learning & Development
STATUS:	Permanent part time 0.6FTE (3 days per week)

JOB PURPOSE

The Learning and Development (L&D) Coordinator plays a key role in the effective administration, coordination, implementation, and evaluation of learning programs for office-based staff at MSF Australia and New Zealand. This role manages the Learning Management System (ELMO) to support employee development and contribute to organisational success.

The L&D Coordinator works closely with internal and external stakeholders to ensure staff have access to meaningful learning opportunities that align with business needs.

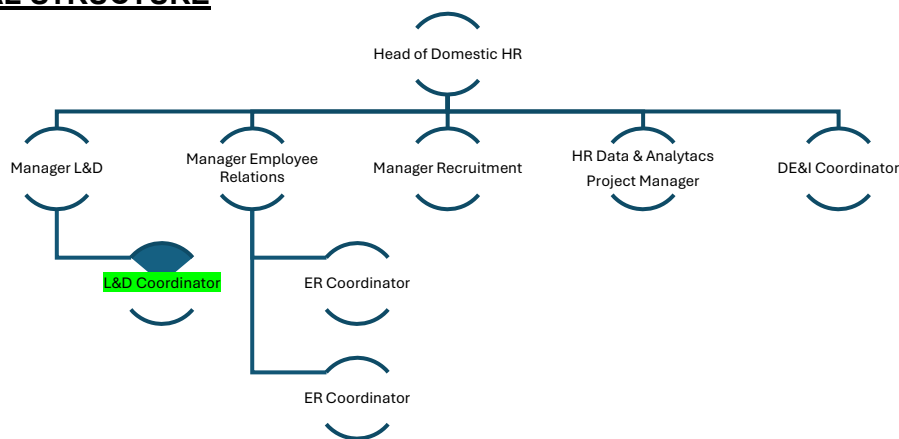
DIMENSIONS

Financial: Responsible for managing the individual staff and organisational learning budget - \$280K.

Staff: No Direct Reports

Collaboration: Domestic HR team and with all employees at MSFA to support learning and development across the organisation.

ORGANISATIONAL STRUCTURE



CONTEXT

MSF Australia is re-shaping and reviewing its ways of working—embracing agility, innovation, and adaptability. In this context, the Learning and Development (L&D) Coordinator will play a pivotal role in enabling and supporting this transformation.

Within MSFA, L&D is one of the strategic drivers of cultural and operational change and the role of L&D Coordinator contributes directly to this shift by strengthening workforce capability, enhancing performance, and fostering continuous growth across the organisation.

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<u>ACCOUNTABILITIES</u>	<u>KEY PERFORMANCE INDICATORS</u>
Strengthening MSF Australia's Learning Culture <ul style="list-style-type: none"> • Contribute to the development of a learning-focused culture. <ul style="list-style-type: none"> • Support initiatives that embed learning into everyday work practices. • Promote the employee participation in regionally offered (APAC) L&D programs 	<ul style="list-style-type: none"> • 50% of employees engaging in at least one development activity per quarter • 50% of employees reporting learning as part of their regular workflow (via pulse survey or engagement survey). • All the relevant regional (APAC) L&D opportunities promoted internally (Training calendars)
Planning, Organisation & Project Management <ul style="list-style-type: none"> • Coordinate end-to-end learning programs, including scheduling, materials, venues, and communication. • Support management of L&D budget. 	<ul style="list-style-type: none"> • 100% of programs delivered on time and within scope. • Accuracy of L&D budget utilisation (<5% variance)
Stakeholder Engagement & Collaboration <ul style="list-style-type: none"> • Liaise with internal and external stakeholders—(employees and vendors)—to deliver timely learning solutions. 	<ul style="list-style-type: none"> • >80% Stakeholder satisfaction score.
Learning Management System (LMS) Administration <ul style="list-style-type: none"> • Manage course creation, enrolments, and updates within the ELMO LMS. • Track participation, completion, and compliance data using LMS tools. • Generate and share L&D reports and dashboards with stakeholders as required. 	<ul style="list-style-type: none"> • Monthly reporting on L&D budget utilisation, # of staff attended L&D opportunities. • 100% Compliance training completion on time (within 30 days)
Learner Support <ul style="list-style-type: none"> • Act as the primary point of contact for learner queries and issues. • Ensure a positive and engaging learner experience through timely communication and support. <p>Provide guidance to employees on available learning opportunities and resources.</p>	<ul style="list-style-type: none"> • 90% of learner queries resolved within 2 business days • 100% of employees aware of L&D offerings (Staff Central)
Professionalism, Confidentiality & Compliance <ul style="list-style-type: none"> • Handle sensitive employee data with discretion and in accordance with privacy policies. <p>Uphold organisational values, L&D best practices, and compliance with learning mandates.</p>	<ul style="list-style-type: none"> • 100% compliance with data privacy requirements with 0 data / information breaches incidents. • >80% satisfaction rate on L&D service delivery.

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CHALLENGE & CREATIVITY / DECISION-MAKING

As an L&D Coordinator, you will play a critical role in addressing the core challenges within the Learning & Development function. i.e.

- Increase Learners Engagement in a high-pressured emergency focused organisation.
- Integration of the Learning Management System (LMS) in Existing L&D Processes
- L&D Data management i.e. collecting, tracking, and reporting learning activity data accurately from different data sources.

KNOWLEDGE, SKILLS & EXPERIENCE

- Bachelor's degree in human resources, Education, Business Administration, or a related field
- Understanding of adult learning principles and instructional design basics
- Familiarity with training delivery methods (e-learning, in-person, hybrid)
- Awareness of compliance and regulatory training needs
- Proficiency with ELMO LMS or similar learning management systems
- Strong Microsoft Office skills, particularly in Excel and PowerPoint, for reporting, data analysis, and presentation development.
- Proficient in virtual learning platforms, including Zoom, Microsoft Teams
- Proven ability to develop clear and effective documentation, ie user guides, training manuals.
- Excellent interpersonal, communication, and presentation skills,
- Strong problem-solving skills, with a proactive and solutions-focused mindset and the ability to work under pressure.
- Proven ability to manage and prioritise multiple tasks simultaneously, while remaining responsive to shifting business needs and time-sensitive demands.
- High level of personal integrity, professionalism, and discretion with a strong ethical approach.
- Experience in Learning and Development administration, ideally within a not-for-profit or mission-driven organisation
- (Desirable) Familiarity with project management tools such as Asana to support planning and coordination of learning initiatives.
- (Desirable) Working knowledge of eLearning authoring tools, with experience designing and developing digital learning content.

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COMPETENCIES

In MSF Australia, we believe the following 5 values form the foundations of our culture –

Transparency, **R**espect, **U**nderstanding of Diversity, **S**tepping In and Collaboration.

At MSF Australia we value T.R.U.S.T as an essential element to how we operate and believe that these organisation values flow from this trust that we build

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