

---

**JOB TITLE** Learning and Development Coordinator

**DATE** 14/02/2024

---

**Purpose of role** Optimum Experiences is seeking a dedicated and skilled Learning and Development (L&D) Coordinator to join our dynamic team. This role is pivotal in developing, managing, and enhancing our training systems to ensure the delivery of high-quality, safe, and effective training sessions. The L&D Coordinator will play a key role in designing and delivering in-house training programs, developing training manuals, and creating personalized training roadmaps for each employee to foster their professional growth and competency in outdoor education and leadership.

- Qualifications**
- Bachelor's degree in Outdoor Education and Leadership or a related field.
  - Certificate IV in Outdoor Leadership with a minimum of 5 years of industry experience in expedition, guiding, and facilitation.
  - Preferred Certificate IV in training and assessment with experience in developing training plans.
  - Proficient in various outdoor activities including canoeing, abseiling, climbing (including rescues), high wires, mountain biking, and bushwalking.
  - Or Hold relevant international qualifications such as:
    - Canoe Instructor Level 2
    - Two-star Paddle sports Instructor
    - Mountain or Lowland Leader
    - Rock Climbing Instructor (RCI) or above
    - Trail Cycle Leader or above
    - Mountain Bike Leader (MBL) Award
    - Train the Trainer Award
  - Current Wilderness/remote First Aid and CPR
  - Current NSW Working with Children's Check
  - Current Driver's license (Manual preferred)

**Main Duties and Responsibilities**

*Core Duties and Responsibilities*

- Develop and manage comprehensive training systems to support employee learning and development.
- Ability to design and deliver tailored in-house training blocks focusing on

outdoor activities and leadership skills.

- Record and observe staff performance during training sessions to ensure safety and effectiveness.
- Improve and streamline the use of online systems for recording and tracking training logs and employee progress.
- Create detailed training manuals to serve as a guide for both trainers and trainees.
- Develop pre-requisite course work and online learning modules to support the learner's journey.
- Develop individualized training roadmaps for employees, outlining clear paths for progression through different levels of competency.
- Collaborate with the staffing manager to schedule and plan training blocks throughout the year.
- Work closely with trainers and have the ability to organize training slots, determine instructional methods, and deliver trainings to achieve desired outcomes as per the training manual.
- Create an effective feedback system to consolidate and improve delivery of training blocks.
- Adapt training plans based on the individual needs.
- From time to time be able to manage groups on activities as an activity specialist.
- Be able to lead programs on field while managing staff and logistics when required.
- Strong organizational skills and the ability to manage multiple training schedules efficiently.
- Excellent communication and liaison abilities for coordinating with staffing managers and trainers.
- Strong IT skills with the ability to pick up new systems and processes quickly and efficiently
- Flexible, adaptable, and creative, able to problem solve and think constructively with a solution focused mindset
- Experience leading small teams or directing outdoor education programs.
- Demonstrated strong facilitation skills with the ability to relate to and work with young people to achieve a planned educational outcome and to enhance the depth of their learning.
- Demonstrated passion for working with peers and other industry professionals and young people in the outdoors, combining educational delivery and technical skills to ensure full participation and risk management strategies.
- Strong interpersonal skills, with the ability to deal confidently and competently with peer groups and other clients, and resolve group management issues.

**Skills & Competencies**

**Teamwork**

- Actively promotes teamwork to obtain common goals while encouraging individual contributions.
- Willingness to share information.
- Able to work through conflict.
- Willingness to take responsibility for team actions.
- Contributing to the positive work culture.

**Communication**

- Communicates effectively with stakeholders.
- Ensures stakeholders have the information they need to make decisions.
- Clearly states what is expected from others.
- Clearly expresses thoughts and ideas.
- Maintains a constant flow of information.

**Problem Solving**

- Is resourceful when looking for ways to resolve an issue or source relevant data to understand the problem.
- Able to identify root causes

**Time management / organisation**

- Manages own time effectively.
- Plans, organises, and controls multiple responsibilities and resources to achieve objectives.
- Develops and is accountable for work plan and ensures that assigned tasks and responsibilities are accomplished in a timely, cost-effective manner.

**Personal attributes**

- Professional approach.
- Ability to work under pressure.
- Organisational and time management skills.
- Excellent attention to detail.
- Passion for the outdoors
- Positive approach to change.

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the development of the business.

**ACKNOWLEDGEMENT**

---

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

**SIGNED BY YOU**

.....  
Employee

.....  
Date

**SIGNED BY MANAGEMENT**

.....  
Manager

.....  
Date