

1. Position No. 80578, 81217	2. Descriptive Working Title LEADERSHIP AND LEARNING COORDINATOR		3. Present Classification Excluded Support
4. Branch HUMAN RESOURCES	5. Department LEADERSHIP AND LEARNING	6. Work Location Telework Eligible	Date May 7, 2019; Rev Mar 2022
7. Position No. of Supervisor 80493	8. Descriptive Work Title of Supervisor DIRECTOR LEADERSHIP AND LEARNING		9. Classification of Supervisor Excluded Management

POSITION SUMMARY

Reporting to the Director, Leadership and Learning (L&L), the Coordinator is responsible for administration and coordination of program support for the implementation of Leadership and Learning programs. This includes participating in assessing learning requirements and researching relevant courses and training options, administering survey and other feedback mechanisms on L&L initiatives, and assisting in developing and maintaining HR metrics and performance data as provided. He/She/They is responsible for establishing and maintaining a comprehensive framework of database systems, files and reference materials for the effective administration of the Commission's Leadership and Learning programs and initiatives. This requires having a comprehensive and working knowledge of the Enterprise Learning Management (ELM) system portion of the Talent Management System (TMS), in addition to interpreting and cross-referencing web-focus with L&L internal budget reports. This also includes tracking and coordinating meeting invites, training, and processing expenses and other miscellaneous items on behalf of the L&L Team.

MAJOR RESPONSIBILITIES

1. Provides program support in the implementation of Leadership and Learning programs and initiatives by:

- Supporting L&L team in delivering exceptional client service to both internal and external clients;
- Scheduling and coordinating the logistics for in-house training sessions, focus groups, remote training throughout the province, and related tasks including: arranging catering, locations, meeting invites, accommodating special workshop requests, preparing the participant list and rescheduling make-up sessions where applicable, and sending certificates of completion as needed;
- Coordinating trainers and schedules for various locations, books and confirming appropriate remote venues, posting training schedules.
- Researching information regarding training trends, historical data on training and in consultation and collaboration with the HR senior leaders; maintaining databases and preparing routine reports on key reporting criteria; researching relevant courses for target groups;
- Monitoring shared calendars (HR Training Coordinator Calendar and The Learning Centre Calendar), shared email accounts, and responding to inquiries;
- Liaising with external and internal clients to ensure optimum number of registrants attend workshops; tracking and monitoring participant enrollment, attendances, and surveys as required; ensuring all required documentation is attached to training submissions;

- Administering ELM, including but not exclusive to: creating/maintaining course catalogue, courses and delivery methods; cloning courses; transferring Learning Request approvals; viewing all learning, etc.;
 - Collaborating with Director L&L and team on new initiatives; providing information on the breadth of L&L practices, new initiatives, upcoming programs and vision to various BC Housing Business Units;
 - Setting up contracts through JDE1 for various training and consulting initiatives; paying invoices and closing files where appropriate;
 - Administering processes of L&L's PCard coding and reports; administering and processing travel claims; monitoring and maintaining budgets and advising Director L&L of budget status;
 - Assisting in the presentation of L&L Lunch and Learn workshops with the L&L team.
- 2. Establishes and maintains a comprehensive framework of database systems, files and reference materials for the effective administration of the Commission's Leadership and Learning programs and initiatives, including competency training, learning and growth, leadership development and change management by:**
- Updating databases and employee records with information such as training courses and self-assessment results;
 - Creating and maintaining tracking systems; extracting reports from TMS, and providing reports on status and progress of L&L programs and initiatives;
 - Maintaining filing systems for all training & development related materials;
 - Updating and tracking budget expenditures throughout the fiscal year; closing off contracts through fiscal year-end; processing Pcard expenses and JDE1 claims;
 - Updating the Leadership and Learning intranet site as needed with updated resources and special project notifications;
 - Managing the lending library, training materials, equipment, and electronic devices.
- 3. Performs other related duties which do not affect the nature and scope of the work, including special project duties such as:**
- Participating in creating Learn at Work Week with the L&L and Employee Engagement staff;
 - Providing coordination support and assistance with special event logistics for Human Resources initiatives as required.
- 4. Performs other related duties that do not affect the nature of the job, including conducting special studies, making presentations and participating in task force, project teams and committee work.**

QUALIFICATIONS

Education, Experience and Occupational Certification

Diploma in human resources management or other relevant field.

Sound experience in the implementation and administration of Organization Development programs and initiatives.

Or an equivalent combination of education, training and experience acceptable to the Employer.

Knowledge, Skills and Abilities

Core Competencies:

- Personal Effectiveness
- Communication
- Results Oriented
- Teamwork
- Service Oriented.

Sound knowledge of philosophies and practices related to Organizational Development and Human Resources.

Sound knowledge and understanding of Commission and government organizational development and human resources policies, procedures and programs.

Sound knowledge and understanding of the Commission's operations and activities.

Strong organizational, analytical and problem-solving skills.

Strong verbal and written communication, presentation and interpersonal skills.

Strong computer and data entry skills.

Ability to research using a variety of tools such as personal interview, internet, and publications, perform fundamental data analysis, and summarize findings.

Ability to use BC Housing standard software packages (Sharepoint, JDE1, TMS) and create project work schedules.

Ability to coordinate the implementation of various L&L programs and initiatives and to develop and maintain databases and tracking systems to support L&L program administration.

Ability to establish and maintain constructive working relationships with all levels of Commission staff.

Ability to balance multiple priorities, work to deadlines, and work well with others in accomplishing objectives.

Ability to exercise discretion, tact, diplomacy and good judgment.

Ability to lift and carry training materials.

Ability to arrange suitable transportation to various work locations.

Ability to work flexible hours and travel periodically.