

<b>Position title:</b>	Learning Administrator	<b>Reports to:</b>	Manager Organisational Development
<b>Program / Department:</b>	People & Culture	<b>Primary work location/s:</b>	Wayville
<b>Direct reports:</b>	NA	<b>Key stakeholders:</b>	
<b>Award:</b>	SCHADS	<b>Classification:</b>	Level 2.4

### Who we are

Baptist Care SA provides out of home care, disability care, youth education and employment, homelessness, and therapeutic support services. Established in 1913 we have a dedicated staff and volunteers who work tirelessly to help South Australians achieve their full potential. Baptist Care SA is committed to working with the State's most disadvantaged, championing local issues and connecting with people to provide transition pathways from adversity to opportunity.

### Our values

<p><b>Integrity</b></p> <p>Ensuring personal and corporate transparency and the highest ethical standards.</p>	<p><b>Compassion</b></p> <p>Treating people and communities with empathy, dignity and fairness.</p>	<p><b>Empowerment</b></p> <p>Releasing individual strengths that promote personal and community transformation.</p>	<p><b>Innovation</b></p> <p>Fostering a culture of continuous improvement, staff engagement and improved client outcomes.</p>
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### About the role

The People and Culture Team (P&C) is critical to delivering Baptist Care SA's purpose, 'Finding ways to make people's lives better'. The team provides expertise and support across the full employee lifecycle, including business partnering, P&C operations, work health and safety, learning and capability development, talent acquisition, and volunteering, with a focus on creating a culture and workplace where employees can perform at their best to provide high quality client outcomes.

The Learning Administrator plays a crucial role in supporting the effective operation of learning and development activities across Baptist Care SA. This position provides high-level administrative support to the Organisational Development function, ensuring accurate data management, reporting, and coordination of training events. The Learning Administrator works closely with the

Learning Consultant and People & Culture Administrators to ensure seamless delivery of learning programs, with a strong focus on compliance and attention to detail.

## Role responsibilities

### Administrative Support

- Manage and maintain accurate records within the Learning Management System (LMS) and other data platforms.
- Process training registrations, attendance, and completions in a timely manner.
- Monitor the learning inbox and respond to queries, escalating where necessary.
- Prepare and distribute training materials, resources, and documentation for learning programs.
- Support the coordination and organisation of training sessions, including scheduling, booking venues, and managing participant lists.
- Process invoices related to learning and development activities, ensuring correct coding and allocation.

### Compliance and Reporting

- Ensure all training records are up to date and accurately reflected in the system to meet compliance requirements.
- Generate and distribute regular reports on training compliance, mandatory training completions, and key performance indicators.
- Identify gaps in compliance and escalate any issues to the Manager, Organisational Development.

### Stakeholder Management

- Liaise with internal stakeholders and employees to support the delivery of learning programs and ensure training requirements are met.
- Partner with external training providers to coordinate course delivery and maintain compliance with regulatory requirements.

### Quality and continuous improvement

- Contribute to the continuous improvement of learning processes and systems to enhance efficiency and user experience.
- Provide feedback to the Learning Consultant on potential improvements to training materials and content.
- Assist in the review and improvement of administrative procedures related to learning and development.

### Work Health and Safety

- Take reasonable care for your own and others' health and safety within the workplace.
- Cooperate with any reasonable directions, policies, and/or procedures relating to health and safety in the workplace.
- Report all injuries, illnesses, near misses, or hazards as per Baptist Care SA's policies and procedures.
- Participate in relevant health and safety training, and risk management initiatives

### Know and apply Baptist Care SA policies and work directives

- Align with the Baptist Care SA strategic intent and values, including the strategic plan.
- Model and foster behaviours aligned with the Code of Conduct.
- Work harmoniously with Baptist Care employees, volunteers and other stakeholders.

## About you

### The qualifications you bring

- Certificate in Business Administration or a related field (desirable).

### The experience you bring

- Proven experience in an administrative role, preferably within a learning or human resources environment.
- Familiarity with Learning Management Systems (LMS) or a demonstrated ability to quickly learn new systems.
- Experience in a not-for-profit or community-based environment (desirable).

### The competencies (knowledge, skills and behaviours) you bring

- High attention to detail and a commitment to accuracy.
- Strong organisational and time management skills, with the ability to manage multiple priorities.
- Excellent written and verbal communication skills.
- Proficient in Microsoft Office (Word, Excel, Outlook).
- Strong interpersonal skills and the ability to build relationships with stakeholders at all levels.
- Analytical and methodical approach to problem-solving.
- Ability to work under pressure and meet deadlines.

### Other specific employment requirements

- A current and valid DHS: Child-Related Employment Screening/WWCC.
- A current and valid National Police Clearance.
- Training in Child Safe Environments (or willingness to obtain).
- Ability to travel within South Australia as required.
- A valid full South Australian driver's licence (C Class).

### Desired Requirements

- Promote good relations and practices towards different minority groups that support equality, diversity, and inclusion.
- Previous experience in a faith-based, community services environment.
- Aboriginal and Torres Strait Islander peoples are encouraged to apply.

## Your confirmation of acceptance:

By signing below, I accept that I have read and understood this position description and that I agree I am able to undertake all aspects of this role.

Employee signature: \_\_\_\_\_ Date: \_\_\_\_\_

Employee name: \_\_\_\_\_

### Monitoring, evaluation and review

Status:	Approved	Control:	People and Culture
Approved by:	Manager, People & Culture	Version:	1
Effective Date:	JAN 2025	Review Date	JAN 2026