



Position Title:	Learning and Development Systems & Reporting Lead
Division:	People & Culture
Program:	Talent & Capability
Classification:	Berry Street Agreement
Salary:	Stream 5, Level 6
Date:	July 2026

ROLE PUPOSE

The Learning & Development Systems and Reporting Lead provides strategic and operational leadership for learning systems, data integrity and compliance training frameworks across the organisation.

Building on foundational LMS administration functions, this role is accountable for governance of mandatory, regulatory and audit-critical learning, maintenance of the organisation-wide Training Needs Analysis for all roles, compliance assurance, reporting accuracy and risk mitigation, and ownership and optimisation of learning systems to support current and future organisational needs.

The Learning & Development Systems and Reporting Lead ensures learning systems and data meet audit and regulatory obligations while supporting organisational objectives, workforce capability requirements and long-term operational efficiency. The role requires a flexible, agile and solutions-focused mindset, with the ability to adapt to competing priorities in a complex environment.

PRIMARY OBJECTIVES OF THE ROLE

The primary objectives of the Learning & Development Systems and Reporting Lead:

- Provide strategic oversight of learning systems, ensuring robust governance of mandatory and regulatory training aligned to audit and compliance requirements.
- Deliver accurate, timely and actionable learning data and reporting to support compliance, decision-making and organisational performance.
- Own and maintain the organisation-wide Training Needs Analysis to ensure all roles are aligned with capability frameworks, service standards and regulatory expectations.
- Monitor and improve training compliance across the organisation, proactively identifying risks and implementing controls to strengthen audit readiness.
- Continuously enhance learning systems and processes to improve user experience, operational efficiency, and scalability in line with organisational needs.

REPORTING RELATIONSHIPS

This role is based at the Collins Street office on Wurundjeri Country.

This role reports directly to the Senior Manager, Learning and Development, who will provide supervision and review. The role works closely with Learning & Development, HR/People Services, Operations, Risk and Compliance, IT, service leaders, LMS vendors and other stakeholders to ensure learning systems, compliance data and reporting processes are accurate, audit-ready and aligned to organisational and regulatory requirements.

EXPECTATIONS

- Conduct oneself in accordance with the Berry Street Yooralla Code of Conduct, which is underpinned by the values of accountability, courage, integrity, respect and working together within the principles of continuous improvement.
- Raise all health, safety, and wellbeing issues or concerns with managers, observe all safe work procedures and instructions, and take reasonable care for their own safety and for the safety of work colleagues by always operating in a safe and appropriate manner.
- Promoting and protecting the human rights of people with disability, in accordance with the UN Convention on the Rights of Persons with Disabilities (CRPD) (2008).
- Working to ensure high-quality and safe supports and services for NDIS participants, meeting and exceeding the NDIS Practice Standards and Quality Indicators.
- Meeting obligations under all relevant Victorian and Commonwealth legislation.
- Participate in regular supervision, performance planning and review processes and probationary reviews.
- Complete mandatory training within designated timeframes.
- Berry Street Yooralla is committed to service delivery that prioritises and celebrates diversity and inclusion. Every individual is treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation, spirituality, or religion.
- Berry Street Yooralla is committed to the cultural safety of Aboriginal and Torres Strait Islander children; children from culturally and/or linguistically diverse backgrounds; children with a disability; children who identify as LGBTIQ+.
- Berry Street Yooralla is committed to being a child safe, child friendly and child empowering organisation. In everything we do we seek to protect children, in accordance with our legal obligations including MO 1359 and child safe standards.

ROLE RESPONSIBILITIES	Specific responsibilities, duties and tasks
Learning Management System Ownership and Governance	• Own and govern the Learning Management System, including system architecture, workflows and controls. • Ensure system design supports accurate compliance tracking, audit evidence, record retention, scalable reporting and future growth. • Manage system configuration, maintenance and continuous optimisation. • Manage relationships with LMS vendors and internal IT partners to ensure system stability and performance.
Compliance and Mandatory Training Governance	• Own organisational governance for mandatory and compliance training, including CPR/First Aid, NDIS and Vulnerable Children requirements. • Define and enforce standards for learning assignment logic, completion tracking, recertification, exemptions and extensions • Apply a strong compliance and risk lens to learning systems and processes. • Monitor compliance trends and proactively identify and address risks and gaps. • Ensure alignment with Victorian community services and disability sector obligations.
Learning Data Integrity, Analytics and Reporting	• Ensure end-to-end accuracy and integrity of learning and compliance data. • Ensure Service Profile form training requirements align with training records captured in the LMS. • Ensure user data is correctly integrated with HR systems to drive automated learning assignment and reporting. • Work closely with IT to ensure the Jitterbit API is maintained and updated in a timely manner to support accurate data flow.

	• Validate and reconcile LMS data, analyse trends against compliance targets, migrate historic data into the LMS, and support data uplift or remediation activities. • Design and deliver executive-ready compliance and learning reports, including Power BI reporting where required, that translate learning data into actionable insights.
Audit Readiness, Assurance and Stakeholder Advisory	• Establish and maintain audit-ready learning records and centralised filing systems aligned to audit and evidence requirements. • Act as the key point of contact for learning-related audit and assurance activities. • Identify systemic risks in learning administration or systems and implement mitigation strategies. • Build collaborative working relationships across Learning & Development, HR/People Services, Operations, Risk and Compliance, IT and service leaders. • Provide expert advice on learning systems, compliance requirements and data accuracy, influencing outcomes through credibility and a solutions-focused approach.
Continuous Improvement and Future LMS Implementation	• Drive continuous improvement of learning systems, processes and governance frameworks. • Ensure learning system capability supports organisational strategy, workforce capability uplift, long-term operational efficiency and cost effectiveness. • Embed consistent, standardised learning administration practices across the organisation. • Support the planned implementation of a new Learning Management System, including requirements definition, configuration, testing, data migration, stakeholder engagement, training and adoption support. • Contribute subject matter expertise to transition planning while maintaining business-as-usual priorities. • Maintain and continuously update the organisation-wide Training Needs Analysis (TNA) framework for all roles, ensuring alignment with workforce capability requirements, compliance obligations and organisational priorities. • Partner with Learning & Development, HR/People Services and operational leaders to identify, validate and prioritise training needs across the organisation. • Analyse workforce data, performance insights and compliance trends to identify capability gaps and inform learning priorities and system configuration.
Community, Stakeholder Engagement & Program Development	• Build and maintain collaborative relationships with internal and external stakeholders and relevant community partners to support Learning & Development delivery.
Other	• May be required to participate to travel between sites depending on program and role requirements. • Other duties as required.

KEY SELECTION CRITERIA

- Strong communication skills (including public speaking, presentations, and facilitation skills) with the ability to convey information clearly and adapt style to suit different audiences.
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practising and promoting self-care strategies.
- Significant experience working with Learning Management Systems, such as Litmos or equivalent.
- Demonstrated experience supporting LMS optimisation, uplift or implementation activities.
- Expert-level Excel capability, including data validation, reconciliation and reporting.
- Proficiency in Microsoft applications including Co Pilot.
- Experience developing, maintaining and interpreting Power BI reports and dashboards to support compliance, learning analytics and executive reporting.
- Strong attention to detail and a proactive, data-driven approach to ensuring accuracy, integrity and reliability across learning systems, reporting and compliance frameworks.
- Highly developed analytical and problem-solving skills, with the ability to interpret complex learning and workforce datasets, identify root causes and capability gaps, and inform organisation-wide Training Needs Analysis and practical, risk-informed solutions.
- Strong understanding of compliance, audit and regulatory learning environments.
- Demonstrated ability to translate data insights into organisational impact and work independently with a can-do, flexible and agile approach.
- Demonstrated ability to build and maintain effective stakeholder relationships across multiple organisational levels, including executives, senior leaders and operational teams.
- Proven ability to provide expert, evidence-informed advice and influence decision-making in complex stakeholder environments.
- Demonstrated including the ability to plan, coordinate and deliver complex activities while managing risks, dependencies and competing priorities.

QUALIFICATIONS AND OTHER REQUIREMENTS

- 3+ years' experience working with a Learning Management System (preferably Litmos).
- Expert Microsoft Excel skills, including advanced data analysis, validation, reconciliation and reporting.
- 2 + years' experience using Power BI for reporting, dashboard development, data visualisation and insight generation.
- 3 + years Project management experience.
- Staff members must hold a valid WWCC and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances.

HIGHLY DESIRABLE

- Cert 4 or Diploma level qualification in Business Administration.
- Experience working within Victorian community services and/or disability sectors.
- Experience supporting audits or regulatory reviews.
- Exposure to learning system integrations, reporting tools and Power BI dashboards.
- Experience contributing to learning system implementation, data migration or reporting uplift activities.

INHERENT REQUIREMENTS OF WORK ACTIVITIES/ENVIRONMENT

The following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
Client Facing and Service Delivery	Work with clients who may have a physical, psychiatric, or sensory disability.	Occasional
	Interact with clients and members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police.	Regular
	Work with complex clients which may expose you either directly or vicariously to emotionally challenging concepts such as self-harm, trauma, illegal activity and/or violence.	Occasional
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Not Applicable
	Work in a client's home or their family home alone and/or with others.	Not Applicable
	Represent, advocate, and cooperate with legal processes which may include attendance to court.	Not Applicable
Work Environment	Manage demanding and changing workloads and competing priorities.	Daily
	Work in different geographic locations.	Occasional
	Be exposed to all outdoor weather conditions.	Occasional
	Work via computer from home as required.	Regular
	Work office hours with the possibility of extended hours. Flexible arrangements by agreement.	Regular
	Work rostered hours with the possibility of overtime.	Not Applicable
	Work on-call after hours.	Not Applicable
	Work in an open plan office with no assigned desk.	Daily
	Work in buildings which may require the use of stairs or elevators.	Regular
	Sit at a computer or in meetings/meeting rooms via video conference facilities or in person for extended periods.	Daily
	Work in educational or community facilities.	Occasional
	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Occasional
	Undertake training and professional development activities both internal and external to the organisation.	Regular
Administrative Tasks	Undertake administrative tasks which may include the following: computer work, filing, data entry, writing reports, case notes/plans and client records. Manage resources and budgets. Research and analyse information and data.	Daily
	Use technology including computers, photocopiers, telephones including mobiles, projectors, televisions, video conference facilities and electronic whiteboards.	Daily