



Position Title:	Learning & Development Administrator
Division:	People and Culture
Program:	Talent and Capability
Classification:	Yooralla STAR Agreement
Salary:	STAR 5
Date:	July 2026

ROLE PURPOSE

The Learning & Development Administrator provides high-quality administrative and coordination support across the learning and development portfolio.

This role is responsible for monitoring compliance training requirements, maintaining accurate learning records and reports, responding to learning queries, managing the learning inbox, scheduling training programs and supporting the smooth delivery of learning activities.

The Learning and Development Administrator will also provide administration support for learning management systems, liaises with training providers and facilitators, and contributes to the coordination and occasional facilitation support of the organisational induction program.

This role may require the ability to travel across programs and regions to assist with facilitate training and support learning initiatives on an adhoc basis.

PRIMARY OBJECTIVES OF THE ROLE

The primary objectives of the Learning & Development Administrator are:

- Monitor, track and report on mandatory training completion while maintaining accurate, audit-ready learning records and documentation.
- Provide responsive, high-quality coordination of training programs, including scheduling, communications, enrolments and logistics.
- Administer learning management systems to ensure accurate data, smooth user experience and reliable reporting.
- Coordinate and contribute to induction and training activities to ensure a consistent and positive learning experience for staff.
- Contribute to improvements in learning processes, systems and service delivery across the Learning & Development function.

REPORTING RELATIONSHIPS

This role is based at the Collins Street office on Wurundjeri Country. This reports to the Senior L&D Coordinator who will provide supervision and review. This role works closely with the Learning and Development team, people leaders, facilitators, training providers and stakeholders across the organisation to coordinate learning administration and support training delivery.

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
Compliance Monitoring and Reporting	• Monitor completion of mandatory and compliance training requirements and follow up outstanding training with staff and managers. • Maintain accurate training records, learner data and compliance documentation in relevant systems and repositories. • Prepare and distribute regular and ad hoc reports on training participation, completion, compliance status and related metrics. • Support data quality, record audits and continuous improvement of learning administration processes.
Learning Administration and Coordination	• Manage the learning inbox and respond to queries from staff, managers and stakeholders in a timely and professional manner. • Schedule training programs, coordinate enrolments, issue communications, manage attendance records and support end-to-end training logistics. • Liaise with internal stakeholders, facilitators and external training providers to confirm program requirements, dates, venues, resources and participant information. • Coordinate training materials, calendars, invitations, reminders, registers and follow-up communications to support effective program delivery.
Learning Management System Administration	• Administer learning management systems, including maintaining learner records, course data, enrolments, completions, reporting fields and system-generated communications. • Provide first-line support for LMS-related queries and troubleshoot basic issues in collaboration with system users and relevant support teams. • Support the administration of platforms such as Litmos and/or Learning Hub, or equivalent learning systems.

	• Maintain accurate documentation, templates and processes to support consistent and efficient system administration.
Induction and Team Support	• Support the coordination of the organisational induction program, including scheduling, communications, attendance tracking, materials preparation and stakeholder liaison. • Be willing to assist with facilitation of the organisational induction program and other learning activities as required. • Provide administrative support across the Learning and Development team and contribute to continuous improvement of learning operations and service delivery.
Other	• Required to travel between sites depending on facilitation, training program and role requirements. • Occasional facilitation delivery. • Undertake project activities as required. • Other duties as required.

KEY SELECTION CRITERIA

- Excellent written and verbal communication skills, including facilitation and presentation capability, with the ability to engage diverse audiences, adapt messaging and support effective learning delivery and stakeholder engagement.
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practising and promoting self-care strategies.
- Demonstrated experience in learning and development administration, training coordination or a similar role, including scheduling, enrolments, record management, stakeholder liaison and end-to-end program support.
- Experience monitoring compliance training requirements, maintaining accurate and audit-ready records, and preparing reports with a high level of attention to detail and data integrity.
- Experience administering learning management systems, maintaining course and learner data, and providing first-line support to users; experience with Litmos and Learning Hub is highly regarded.
- Strong organisational and customer service skills, with the ability to manage competing priorities, respond to high-volume queries, and deliver timely, accurate support to stakeholders across multiple programs or sites.
- Demonstrated ability to identify opportunities to improve systems, processes or workflows, contributing to efficient and consistent learning operations.
- Ability to work flexibly across teams, programs and locations, supporting training delivery (including induction) and responding effectively to changing operational needs.
- Understanding of the community services and disability sectors, including compliance environments and workforce capability needs.

QUALIFICATIONS AND OTHER REQUIREMENTS

- A Diploma qualification in business administration, human resources, learning and development, education, or a related field; or lesser qualifications with commensurate experience.
- 2+ years experience working with a Learning Management system (preferably Litmos)
- 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

- Experience working in a learning and development, people and culture, HR or training administration environment
- Experience coordinating internal or external training providers, facilitators, venues and participant communications.
- Experience supporting induction, onboarding or organisational learning programs in a complex service environment.

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.	Not Applicable
	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.	Regular
	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.	Occasional
	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