

Position description

Learning & Organisational Development Coordinator

Position title	Learning & Organisational Development Coordinator
Position number	201290
Classification level	B
Position type	Permanent
Group	Corporate Services
Division	People & Culture
Reports to	Senior Manager, Employee Capability
Usual place of work	1010 La Trobe Street, Docklands
Date	Sep 2026
Conditions	Full time (flexibility will be considered)

Our organisation

VicTrack owns Victoria's rail transport land, assets and infrastructure. As a commercially focused government agency delivering for Victoria, we work to protect and grow the value of the portfolio, to support a thriving transport system and make travel and living better for all Victorians. With much of our asset portfolio dedicated to rail transport – our land, infrastructure, buildings and telecommunication networks – our focus is on strategic asset management and supporting the delivery of better transport solutions.

Whether we're planning and managing the use of transport land, upgrading the telecommunication network or partnering on major infrastructure projects, our job is to ensure the state's assets continue to serve Victoria now and well into the future.

Our business is made up of specialist groups including Innovation, Assets Optimisation & Technology, Property and Telecommunications. These are supported by groups that provide strategic, financial and operational services to the organisation.

About the group

This position is based in **Enterprise Services**.

This Group provides enterprise-wide support to run VicTrack's operations. It is responsible for a wide range of specialist functions that enable our business to be accountable, transparent and operate effectively including Enterprise IT, People & Culture, Legal & Compliance and Risk.

About this position

Reporting relationships

The Learning & Organisational Development Coordinator reports to the Senior Manager, Capability. This is an individual contributor role.

Delegations / Budget

N/A

Purpose of the position

The Learning & Organisational Development Coordinator plays a key coordination and project administration role for the Capability team. The role will support the Capability team to ensure relevant, contemporary and outcome-focused initiatives are delivered and embedded in line with strategic objectives, vision, values and mission.

Key accountabilities/functions

Position accountabilities:

- **Project and change management support:** for the Capability team eg: developing and maintaining a project plan and reporting on activities, highlighting actions which are behind schedule.
- **Budget:** Monitor and track spending against budget and report on spend.
- **Coordinate key and cyclical events:** such as nomination processes for awards and recognition programmes, applications and EOI processes for leadership programmes. Compile and coordinate a Capability team events calendar.
- **Query management:** Manage the team inbox(s) and triage queries. Collaborate with members of the P&C function to respond to training, learning and organisational development queries and feedback on courses, programs or BAU delivery.
- **Learning & Development support:** Support the Learning & Development Specialist to manage bookings and venues, including equipment and catering, materials and resources.
- **Records management:** Maintain complete, accurate, and compliant records in Content Manager, including the creation, classification, storage, and retention of records in line with organisational and legislative requirements.
- **Contract management:** Support procurement processes and manage and execute purchase orders/contracts/ service agreements as required. Support the OD&Inclusion team in managing VicTrack's contract with its EAP provider, generating actionable insights from the reports, monitoring service standards to the contract.
- **Intranet:** Maintain and update Capability pages on the Loop (VicTrack Intranet).
- **Survey support and analysis:** Support the Capability team in the implementation of organisational and regulatory surveys and provide analysis of survey outcomes.
- **Systems support:** Manage and be the SME for the recognition platform – Achievers. Support the Learning & Development Specialist to manage the upload and end to end coordination of online course administration of the LMS.
- **Continuous improvement:** Identify and recommend continuous improvement initiatives across P&C processes and services, using data, feedback and experience to improve effectiveness and employee experience.

- **Other duties as required:** In line with Section 31A of the *Public Administration Act 2004* (Vic) other duties may be assigned consistent with employment classification, skills, and capabilities.

Key selection criteria

1. **Customer service focus:** Commitment to delivering responsive, high-quality services through effective stakeholder engagement and a strong understanding of customer needs.
2. **Analytical thinking:** Skills in analysing organisational data and survey results to identify inclusion gaps and inform strategies.
3. **Project management:** Strong HR project-related experience with the ability to manage multiple initiatives.
4. **Communication:** Strong written and verbal communication skills, including the ability to design clear, comprehensive documentation and materials.

Customer focus

VicTrack staff practise customer focus by recognising the importance of valuing customers (internal and external) and ensuring that all activities are oriented towards meeting customer needs. We listen to customers about their expectations and focus on delivering solutions that address their needs. Customer focus also includes proactively seeking and acting on feedback to enhance the customer experience.

Safety and environmental responsibilities

Ensure safety and environmental instructions are adhered to and report any inappropriate practices and incidents. Comply with the *Occupational Health and Safety Act*, as it applies to self, tenants and customers, and environmental legislation in regard to preserving the environment.

Rail safety

All staff who may be required to come into contact with rail activity, including design work and the management of other staff, must:

- be responsible for their actions where those actions can in any way affect or compromise railway safety
- be aware of the railway safety requirements associated with their duties and responsibilities
- take whatever action is possible to prevent unsafe conditions and/or incidents
- report any railway safety problems/hazards to your line manager and the Health & Safety team
- safely access the rail corridor.

Individual attributes

Qualifications and experience

1. **Mandatory:** A minimum of Diploma level qualifications in Human Resources, Organisational Psychology, Training and Assessment or a related field. A bachelor's degree is highly desirable.
2. **Experience:** Proven experience in a similar role, administration role or event coordination in a corporate environment. Experience with change, project management methodologies or learning management systems an advantage.

Interpersonal and other features

Internal relationships

- All VicTrack employees

External relationships

- All VicTrack customers
- Vendors and/or suppliers

Ordinary hours of work

Ordinary hours of work are Monday to Friday between 6:00am and 6:00pm.

Why work for VicTrack?

Our mission

To protect and grow our rail transport assets and drive reinvestment to service Victorians now and into the future.

Our vision

Working at VicTrack provides people with the opportunity to contribute to creating thriving places and connected communities for all Victorians. Some of the benefits that we provide our people are listed on our website and can be accessed via: [Careers at VicTrack](#)

As a part of the transport portfolio, we share a common vision as defined in the *Transport Integration Act 2010*: "To meet the aspirations of Victorians for an integrated and sustainable transport system that contributes to an inclusive, prosperous and environmentally responsible state".

In realising this vision, we are working towards a transport system that promotes:

1. social and economic inclusion
2. economic prosperity
3. environmental sustainability
4. integration of transport and land use
5. efficiency, coordination and reliability
6. safety, health and wellbeing.