1. Position Identification

<table>
<thead>
<tr>
<th>Position Number</th>
<th>992288</th>
</tr>
</thead>
<tbody>
<tr>
<td>Position Title</td>
<td>Learning Coordinator</td>
</tr>
<tr>
<td>Department</td>
<td>Human Resources</td>
</tr>
<tr>
<td>Reports to (title)</td>
<td>Director, OD &amp; Learning Services</td>
</tr>
<tr>
<td>Classification Level</td>
<td>ME 4</td>
</tr>
<tr>
<td>Current Incumbent</td>
<td></td>
</tr>
<tr>
<td>Date (last revised)</td>
<td>March 2019</td>
</tr>
</tbody>
</table>

2. Department Summary – Provide a brief description of the mandate of the department.

The Human Resources service delivery model reflects our support of UVic’s goal to be internationally recognized as a university of choice for a diverse community of talented students, faculty and staff by delivering meaningful programs and supportive services that develop, foster and sustain an outstanding workplace. The kind of workplace where we all feel welcome, a part of something bigger and vital, and that we can each make an impact.

As a team of human resources professionals, our role is to provide programs, services, guidance, support and expertise that builds on the strength of our leaders, their teams and our collegial, inclusive and collaborative culture to empower people to make a difference in this dynamic, research intensive and student-centred environment.

The HR team offers specialty services in benefits management, organizational development, employee learning, occupational and environmental health, safety, labour relations, employee relations, employee wellness, return to work, recruitment and compensation.
## 3. Position Summary

| Mandate or core purpose of role | Reporting to the Director, Organizational Development and Learning Services and working in close collaboration with the Program and Projects Manager, Learning Services, the Learning Coordinator provides a full range of administrative services and support to meet the University’s staff and management development needs including; loading courses into the registration system, marketing learning programs, acting as key point of contact for L&D programs and services, website maintenance and confidential administrative support for members of the HR team as required. |
| Summary of roles, functions and areas of focus | This position has primary responsibility for:  
- Co-ordinates the Employee Learning calendar with the Program and Projects Manager, Learning Services including administration and logistics for all learning sessions.  
- Acts as the main point of contact for employees seeking information about employee learning opportunities and for other university training providers seeking support with the university employee registration system  
- Administers the university’s employee learning registration system, including loading courses, assisting employees with registration issues, assisting training providers with administrative access and liaising with University Systems to troubleshoot any technical issues  
- Provides website maintenance for Organization Development and Learning Services, including monitoring ODLS pages to ensure accuracy, making updates, and adding new content.  
- Provides communications and marketing support for Learning and Development programs and initiatives.  
- Provides general administrative support to the ODLS team members as needed.  
- Supports the Directors, Managers and Consultants, in various teams within HR (OD, HRC, LR) on special projects and committees to provide research, technical and administrative support for confidential and public documents and presentations. |
### 4. Key Responsibilities and Expectations

<table>
<thead>
<tr>
<th>Key Responsibility</th>
<th>Expectation</th>
</tr>
</thead>
</table>
| HR Learning & Development Programs and Services | • In collaboration with the Program and Projects Manager, Learning Services, the Learning Coordinator plans and populates the Employee Learning calendar using the university employee registration system.  
• Provides communications marketing and promotion of employee learning and development opportunities to ensure courses and programs are well attended by a wide range of employees from across campus and employee groups.  
• Coordinates logistics for learning calendar programs including room bookings, food and equipment orders, ordering supplies and preparing course materials.  
• Sets up learning classrooms as required for each course including moving tables into required configurations, setting up AV equipment including laptop, projector, speakers etc, troubleshooting AV issues, preparing tables with materials and supplies, and assisting the training provider with set up needs. Ensures classrooms are cleaned and re-set after each session.  
• Assists in the preparation of learning materials, including creating classroom signs, posters, or other resources and provides word processing and creative support to the development of participant workbooks, powerpoint slides and other course materials.  
• Monitors and tracks certificate program participants for program completion, producing reports as required for Learning Consultant or Director, ODLS.  
• Contacts internal and external training facilitators to schedule training sessions and acts as their main liaison.  
• Maintains knowledge of HR Learning & Development policies (e.g. training eligibility, and cancellation policy) and diplomatically enforces them as the need arises. |
# Management Excluded Job Description

| **Learning registration, tracking, promotion and reporting systems (Learning Central)** | • Acts as the primary point of contact for the university’s employee learning registration, course tracking, calendar promotion and reporting system.  
• Assists employees and other Uvic training providers with questions or issues related to the registration system, referring issues to the Program and Projects Manager, Learning Services  
• Assists the Program and Projects Manager, Learning Services with training and supporting new administrative users of the system  
• Develops, builds and maintains learning and training guides/job aids and other resources for users of the employee registration system |
| **Communications and Marketing of Programs/Services, and Website Maintenance** | • Assists with the maintenance ODLS websites, including updating materials, fixing broken links, and monitoring the website to ensure information is current.  
• Designs and maintains various on-line forms and web-links and publishes to HR Website.  
• Develops, updates and maintains information for special projects.  
• Has a comprehensive knowledge of Organization Development and Learning Services, programs, services and initiatives, as well as services provided by other units in HR and promotes those services when situations arise within a training session, or by phone, or email query.  
• Interacts with a wide range of individuals across campus community to gather and disseminate information on programs and services, policies and procedures, as well as assisting in promotion of their programs and initiatives.  
• Types, drafts, edits, proofreads and distributes letters, reports, flyers, posters, and other materials, often of a highly confidential nature. |
| **Support for ODLS Programs, Projects, Services and Committees** | • Provides administrative and logistical support for ODLS programs, projects, services and committees which may include the leadership development program, mentoring program, awards ceremonies, new employee orientation, Connect U conference, and other programs and projects. This work requires a high level of independent thinking and action and attention to detail. |
Management Excluded Job Description

- Coordinates marketing, communications, logistics and events management for HR programs and strategic initiatives.
- Works with Program and Projects Managers to review and update ODLS administrative systems and processes to ensure efficiency, effectiveness and a high level of service excellence.
- Provides research, conducts surveys, gathers information and provides preliminary analysis for Programs and Project Managers, Consultants or the Director, ODLS.
- Supports Labour Relations and Human Resources Consultants to provide administrative, research or technical support as well as the preparation of confidential materials related to employee personnel files, grievances, arbitrations, and collective bargaining as required.
- Participates on relevant campus and departmental committees as required.

5. Other Factors

This section helps pull out the primary compensable factors for the job – those things that identify the intrinsic value of the work.

**Decision Making**

- This position reports to the Director of OD and Learning Services and works in close collaboration with the Programs and Project Manager and Learning Consultant, and serves as an administrative resource to the ODLS unit in general.
- This role consults with the Programs and Project Managers as well as drawing on own professional judgment, and seeks guidance where policy or precedent may not be set, and/or when coaching may be required.
- Works independently and takes initiative to implement employee learning and development programs. Although this position works in collaboration with the Programs and Project Managers, decision making has been delegated wherever possible.

**Human Relations**

- Builds and manages effective and productive relationships with a wide variety of internal and external stakeholders, and maintains relationships with other University learning units to meet their needs &/or to resolve their concerns and inquiries.
Management Excluded Job Description

| As key resource person for ODLS within and external to HR, acts as a triage for Learning and Development queries and issues. Is able to filter and solve most issues independently. | Diplomatically deals with enforcing HR’s policies on training eligibility, as well as cancellation policies. |
| Maintains a professional manner whilst adapting to frequent interruptions, high-volume multiple tasks, and shifting priorities and deadlines. |
| **Accountability** | **The incumbent independently coordinates the Employee Learning calendar, enabling the Programs and Project Manager, Learning Services to focus on other strategic programs, projects, services and initiatives.** |
| Supports various projects and tasks using responsibility, independence and sound judgement. Exercises discretion to ensure critical information and/or issues are brought forward. |
| **Financial and Resource Management** | Identifies, investigates and resolves account anomalies; processes invoices, journal vouchers, expense reimbursements, and maintains systems and processes to monitor and report actual versus budgeted revenues and expenditures. |
| Arranges payments and reconciliations on corporate credit cards and internal accounts. |
| **Supervisory Responsibility** | Delegates tasks to HR Assistant as required. |
| **Safety** | Responsible for ensuring a safe work environment for self, colleagues and visitors and ensures proper documentation of injury in LOG is recorded |
| Ensures systems are in place to ensure training session participants and facilitators are aware of exit routes in training classroom and building |
| Responsible for the security of confidential and personal information whether written or oral |
| **Equity** | Ensures that policies, procedures and practices treat everyone fairly in all aspects of their employment and service usage |
| Ensures courses and programs are offered and available to all staff at all levels |
| Invites and promotes representatives from EQHR department to lead training and information sessions within and external to the certificate programs |
### 6. Summary of qualifications and job specific competencies

| Qualifications and experience | • A degree or diploma related to administration, adult learning or business plus 3-5 years of relevant experience, or a combination of education, experience and training.  
  • Advanced technical skills including advanced skills in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), Cascade and Adobe suite.  
  • Familiarity with financial systems including Banner, FAST financial reporting, journal voucher, and web requisitioning.  
  • Strong creative skills to design and produce course materials such as participant workbooks, powerpoint slides, posters, and simple graphics that align with our templates and styleguides.  
  • Demonstrated ability to independently organize workload in a customer-focused environment that includes high volume, frequent interruptions, multiple tasks and shifting priorities and deadlines. |

| Key competencies | • Strong personal insight and self awareness along with exceptional interpersonal communication skills to build connections with colleagues and clients who have diverse needs, styles and personalities.  
  • Ability to develop collaborative relationships that respect and consider diverse perspectives as a way to create better and more inclusive outcomes.  
  • Exceptional service skills with a focus on quality, reliability, and an emphasis on meeting the needs of our clients.  
  • Ability to think critically and creatively to solve problems and make recommendations that are both data informed and responsive to changing needs and environment.  
  • Awareness of and connection to the mission and values of the university, and how the work of ODLS and HR contributes to UVic’s strategic objectives. |

### 7. Unusual working conditions

- Works outside normal work day hours to set up and tear down courses, workshops, forums, and other HR events as required.  
- Moves furniture (tables, chairs and equipment) to create a proper learning environment
Management Excluded Job Description

- This position is challenged with constant and multiple interruptions, shifting priorities, conflicting and changing demands and strict deadlines.
- When dealing with inquiries &/or feedback on ODLS services, this position is exposed to negative feedback on a variety of issues, such as complaints by upset clients. Independently defuses such interactions.

Please attach the reporting structure for the role.

Date of Completion: ________________________________

Signature of Incumbent: _____________________________

Signature of Director: ______________________________

Organization Chart

Director, ODLS

OD Consultant
Program and Projects Manager (OD)
Learning Coordinator

Learning Consultant
Program and Projects Manager (Learning)