

POSITION DESCRIPTION

Position title: Learning & Operational Excellence Manager
Location: Adelaide
Reporting to: General Manager Corporate and Governance
Employment type: Full Time

Position

The Learning & Operational Excellence Manager is responsible for leading the Scheme's Learning & Development initiatives and optimising our operational processes. Reporting to the General Manager Corporate & Governance, this role is pivotal in driving the organisation's continuous improvement and operational excellence, and fostering a culture of learning and development. This role plays a vital part in ensuring that our services are delivered effectively and that our employees have the necessary skills to handle disputes efficiently and professionally.

All Scheme workers are bound by strict confidentiality and conflict of interest disclosure requirements in the Company's Code of Conduct.

Key Responsibilities

Learning & Development Leadership

- Develop a comprehensive L&D strategy aligned with the goals of the Scheme.
- Lead the development, and implementation of robust team and individual training and assessment plans.
- Collaborate with subject matter experts to create and maintain training content, procedural manuals and other reference materials.
- Identify learning needs, including performance improvement opportunities identified through ongoing call and case monitoring, Quality Assurance and staff performance reviews, and lead the delivery of effective monitoring, coaching and training programs to address performance gaps and enhance the skills and knowledge of our employees.
- Foster a culture of continuous learning and professional development.
- Monitor and evaluate the effectiveness of training initiatives and make necessary adjustments.

Operational Excellence

- Lead the Scheme's continuous improvement function and drive initiatives to enhance operational efficiency and effectiveness.
- Lead the identification and implementation of best practices to streamline operational workflows.
- Collaborate with cross-functional teams to identify key operational performance improvement opportunities, including performance against operational targets, and lead the development and delivery of an appropriate plan to address any performance gaps.

Communication and Collaboration

- Establish strong working relationships with various stakeholders to align learning and operational goals with overall business objectives.
- Effectively communicate the importance of operational excellence and learning and development initiatives throughout the organisation.
- Collaborate with the Business Intelligence Analyst to develop and deliver reports that help track L&D and operational performance against targets
- Provide regular updates and reports to senior management on progress and achievements.

PERSON SPECIFICATION

Skills and experience

Essential

- proven leadership experience in a high-volume service centre or similar environment
- exceptional time management skills and the ability to prioritise competing demands
- strong analytical and problem-solving skills
- excellent communication and interpersonal skills
- hands-on ability to design and deliver Learning & Development programs
- driven, self-motivated, and results-oriented
- ability to identify and deliver process improvements
- a passion for coaching and mentoring
- a commitment to continuous learning and professional development
- proactive and positive mindset
- strong organisational and project management skills
- ability to work as part of a small professional team in a way that supports and promotes the Company's cultural values and supports the achievement of organisational objectives
- willingness to undertake a variety of tasks and projects as required
- ability to demonstrate resilience and maturity.

Preferred

- tertiary qualifications in a relevant discipline
- experience in the energy and/or water service industry
- alternate dispute resolution experience
- legal or para-legal training