

POSITION: Learning Business Partner
REPORTS TO: Head of Learning & Professional Development
DATE CREATED: March 2025

ORGANISATIONAL ENVIRONMENT

MCM Group is a leading community services organisation that works alongside thousands of Victorians and their communities to overcome barriers experienced through Homelessness, Early Years, Disability, Palliative care, Early Childhood Intervention Services and Education. MCM Group includes the following distinct entities including: MCM Services, Hester Hornbrook Academy, MCM Housing and Quantum Support Services, supported by a Group shared services model.

With deep experience working with communities experiencing disadvantage, MCM advocates for systemic change, working across all sectors to sustainably disrupt such disadvantage. Since 1854, MCM has been striving for those experiencing disadvantage to live their life, their way.

JOB CONTEXT

The role is part of the broader People, Quality & Safety Department encompassing Learning & Professional Development, HR Operations, Payroll, Quality & Risk, Workforce Inclusion, Internal Communications, Workplace Health & Safety. This department provides a group wide shared services function across the entities.

The Learning & Professional Development Team (L&PD) is accountable for the delivery of the function's strategy. As a diverse organisation, each of our programs typically take accountability for local training needs, with the central L&D function complementing these efforts by delivering organisational wide learning and capability programs, including our LMS (Go1), mandatory training and initiatives based on the strategy.

Some of the themes we are exposed to are of a sensitive nature including but not limited to mental health, distress, addiction, family violence, abuse, trauma, and grief. We recognise these topics can elicit strong emotions and ask that candidates consider their suitability to regularly work with this content.

JOB PURPOSE

The Learning Business Partner will design and deliver key programs, including **manager and leadership development, induction and onboarding improvement** and other **priority projects**. This a **max-term contract role for 6 months**. This role has been brought in to provide some additional capacity to enable the Head of Learning & PD to support enterprise change projects. This role is delivering on agreed deliverables with a clear scope.

The role requires strengths in instructional design, content writing, content development, program delivery and stakeholder management. Facilitation is not a core part of the role. The role is a hands-on role and requires the self motivation to learn new skills, ask high quality questions and produce creative solutions, with consideration to resource constraints.

JOB OBJECTIVES

Duties of this role may include but are not limited to the following:

Learning Product Delivery

Note: Given this is a max term contract the role may spend time more in the Design, Development and Implementation phases.

- Apply the ADDIE model (or similar) in the delivery of learning products, including project planning tools, mitigating risks, tracking budgets, estimating resourcing and engaging stakeholders.
- Apply ADDIE or similar in an iterative way, applying a flexible and fit for purpose approach to your implementation style – (keep it simple and effective).
- Analyse the need using an appropriate method for your training/performance needs analysis and speak up when a solution might not be training.
- Design the appropriate learning solution, considering the context and consult with stakeholders for endorsement.
- Apply instructional and visual design skills to develop training tools, job-aids, resources, short videos, eLearning, live sessions, train-the-trainer packs, competency checks, assessments, presentations etc to support delivery
- Implement programs working end to end on the coordination and deployment mechanisms including facilitation, workplace training, event management, comms, promotion, reporting, participation, LMS set up, embedding support.
- Evaluate training programs through applying one or more of feedback surveys, assessing behaviour change, communicating the outcomes and iterating.

Business Partnering

- Build relationships with stakeholders to design and develop the best outcome.
- Learn about your audience / end users and apply that knowledge to the design of your learning products.
- Consider and apply change management, internal marketing and communications tactics in how you engage and deploy learning products to the organisation.
- Leverage internal working groups and committees as a source of feedback and engagement as your product development progresses.
- Leverage available feedback and data sources to inform your decision making and recommendations.

L&D Activities and Support

- Maintain data integrity, change logs and compliance with training records
- Action relevant tasks within MyHR
- Produce department reporting and track budgets
- Contribute to continuous improvement and engage in your own learning
- Support broader projects and learning product development as required
- Perform other duties and responsibilities, as directed by the HOD or delegate.
- Where required, coordinate the training end to end including scheduling, booking rooms, managing the budget, sending the appointments, hosting the training on the day, participation records and coordination activities

KEY RELATIONSHIPS

This position may have relationships with a diverse range of employees, external service providers, organisations, and stakeholders within the community, with the view to providing the most appropriate and effective services and supports to the people they support. Examples of key relationships are detailed in the following table:

- Internal Relationships**
- Members of the People, Quality and Safety Team
 - MCM Leadership Group
 - All employees, volunteers, and contractors within MCM
- External Relationships**
- Vendors

KEY SKILLS, EXPERIENCE AND CAPABILITIES

Essential

- Experience designing and delivering front line leadership and onboarding programs
- Can integrate themselves quickly into a new organisation for the needs of the contract
- Exceptional project management who can operate with flexibility to create solutions that are fit for purpose.
- Comfortable developing rapid eLearning using Rise, HowToo, Canva, Clipchamp or similar
- Excellent communicator both written and verbal
- Good understanding of how digital learning is used as part of blended learning offers
- Resilient in receiving feedback on work, applying it and moving forward
- Experience working in a small team where you work end to end on projects
- Strong alignment with our values of Curious, Together, Accountable, Courageous and Open.

Desirable

- Experience in a dedicated Instructional Design role or similar
- Special skills in for marketing learning products and audience impact
- Bachelor qualification in human resources, communications, arts, humanities or related
- Experience in health or the social services sector would be highly valued
- Knowledge or interest in trauma informed-healing oriented practice principles
- Experience hosting sessions online and in person and delivering presentations to small groups
- Can work from South Melbourne office on a Wednesday with the broader team

This role requires the satisfactory completion of safety screening including a National Police check, International Police check (if required) a current Victorian Working with Children Check (Employee), current Victorian Drivers License, and the right to work in Australia.

LEADERSHIP CAPABILITY FRAMEWORK

In addition to the key selection criteria, the role should be able to demonstrate the following attributes:

KEY AREA	BEHAVIOURAL CAPABILITIES
PARTNERSHIPS	<p>People at the Centre We do our best work when we understand the people we serve and enable them to direct their own lives, demonstrating unconditional positive regard. We partner with others to provide access to what they need locally.</p>
PARTNERSHIPS	<p>Collaboration & Cooperation Seeks to find the right solution for all. Stays connected and works together with colleagues and the people who use our services to achieve great things.</p>
REPUTATION	<p>Provable Results Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for the people who use our services and our colleagues.</p>
REPUTATION	<p>Doing the Right Thing Manages resources wisely to deliver sustainable value for service users and those who contract those services. Looks to reduce waste and duplication of effort.</p>
PEOPLE	<p>Resilience & Bounce Back Deals effectively with unexpected challenges and adversity. Quickly recovers to take a positive stance to setbacks and disappointments.</p>
PEOPLE	<p>Builds Capability & Realises Potential Plays an active role in their own and others' development. Encourages and inspires others to realise ambitions and potential.</p>
PEOPLE	<p>Challenge & Change Forward thinking. Challenges the status quo and looks for innovative solutions to how MCM can make a positive difference.</p>
PEOPLE	<p>Safety First Always puts safety first. Creates a safe, healthy, and caring workplace that is expressed in all operational activities and interactions with others.</p>

ORGANISATIONAL REQUIREMENTS AND COMMITMENTS

Child Safety & Safety of Vulnerable People

MCM is a Child Safe Organisation. We are committed to the safety and wellbeing of children, young people, people with a disability and other vulnerable people. We have a zero tolerance of abuse and neglect of all vulnerable people and are committed to actively contributing to a safe organisation in which children, young people, people with a disability and vulnerable people are protected from violence, abuse, and neglect. All employees are required to comply with the Child Safe Standards.

Workplace Health & Safety:

MCM's strategy is to create a working environment in which we have zero tolerance for compromised worker safety. As an employer we endeavour to provide a working environment that is safe for all employees and people who use our services and adheres to Occupational Health & Safety regulations as an employer. As an employee, you also have Occupational Health & Safety responsibilities as follows:

- To comply with all MCM policies related to Occupational Health and Safety in the workplace.
- Take reasonable care of your own health and safety in addition to the health and safety of your colleagues and people who use our services who may be affected by your acts or omissions in the workplace.

Operational Accountability:

MCM is committed to operating efficiently, ethically and remaining operationally and financially sustainable.

As an employee you are expected to operate within the requirements of our accreditation, registrations, delegations, and work responsibilities as detailed in our various policies and procedures, Code of Conduct, and regulatory guidelines.

COMPLIANCE

As an employee, you are expected to comply with the following:

- Comply with and actively support all position, division and organisational policies and procedures.
- All employees are subject to MCM's Employment Safety Screening Procedure.

OUR VALUES

Employees are expected to commit to and demonstrate MCM's values:

Together	We are inclusive and accepting of difference.
	We work in highly effective teams and our people are connected across our organisation.
	We engage proactively with others to deliver outcomes.
Courageous	We speak up constructively in line with our convictions.
	We pursue our goals with determination.
	We are passionate about our advocacy role.
Curious	We are inquisitive and ask why.
	We challenge the status quo.
	We actively explore the alternatives.
Open	We are transparent and have genuine, honest interactions.
	We listen and hear people's voices.
	We value and respect the autonomy of clients.
	We trust one another.
Accountable	We act safely in all our interactions.
	We manage within our financial and resource boundaries.
	We own our outcomes and decisions.
	We are proud of the work that we do.