



Job Title:	Organisational Development & Learning Coordinator
Function:	People & Culture
Reports to:	Head of Organisational Development & Learning
Last review date:	July 2026

*Ngā hapori pakari. Ngā whānau māia. Ngā tamariki houkura.
Strong communities. Confident whānau. Thriving children.*

Whānau Āwhina Plunket – who we are and what we are about

Whānau Āwhina Plunket is a charity organisation and the largest service supporting the health and wellbeing of tamariki under-five and their whānau in Aotearoa. We're proud to visit over 80% of all newborn babies in Aotearoa and to support pēpē, tamariki and their whānau.

We aim to be a cohesive and effective national organisation grounded in evidence and best practice, with the needs of New Zealand whānau and families at the centre of everything we do.

Our Whānau Āwhina Plunket Goals are:

Pae Ora: Healthy Futures:

- **Mauri Ora:** Healthy babies and children
- **Whānau Ora:** Healthy confident families
- **Wai Ora:** Healthy environments and connected communities

We are on a pro-equity journey where we strive to give life to Te Tiriti o Waitangi principles of Tino Rangatiratanga, partnership, active protection, equity and options in our mahi/work to ensure healthy tamariki, confident whānau and connected communities.

Whānau Āwhina Plunket Values

In this role you will be expected to operate in a way that embodies and demonstrates Whānau Āwhina Plunket values as follows:

- **Māia** – to be courageous and lean into discomfort and challenge as we walk the path of pro-equity
- **Tūhono** – to connect and stand in relationship in calm and safe spaces (āhuru Mōwai)
- **Manaaki** – to care, love, nurture, support and mana enhancing. Respects mana atua, mana tīpuna, mana whenua, mana tangata
- **Māhaki** – to be humble as we share our knowledge experience to understand and learn from each other and foster trust.

Overview of the Organisational Development & Learning Function

Where the OD&L Function fits in the organisation

The Organisational Development & Learning (OD&L) team sits within People and Culture (P&C) along with HR Business Partnering, HR Shared Services, Communications & Stakeholder Engagement, Education and Ngā Pou Hihiri. P&C is part of Plunket Support Office (PSO) who collectively support the regional operations teams (Northern, Southern, and Central) and PlunketLine to provide services to our whānau.

What the OD&L function does

The OD&L team plays a vital role in supporting the growth and development of our people across Whānau Āwhina Plunket. We partner with individuals, teams, and leaders to build capability, foster a positive workplace culture, and enable meaningful change. Our key areas of focus include:

- **Learning and Capability Development:** Designing and delivering fit-for-purpose learning resources and development initiatives that support onboarding, build behavioural capability, and promote continuous growth.
- **Leadership Development:** Equipping leaders with the tools, knowledge, and support to grow their leadership capability and build high-performing, engaged teams.
- **Culture and Engagement:** Leading initiatives that shape and strengthen our organisational culture, including the design and delivery of people processes, engagement surveys, and feedback mechanisms.
- **Change and Improvement:** Providing expert OD&L input into the design and implementation of organisational change initiatives and continuous improvement projects.

Purpose of the Position

The Organisational Development & Learning Coordinator provides practical coordination, systems administration and delivery support across the OD&L team. The role helps ensure learning, leadership development, engagement activity and OD projects are well organised, accessible and easy for kaimahi and leaders to engage with.

In an environment where many processes are still manual and evolving, this role brings structure, consistency and follow-through to day-to-day OD&L activity. It supports the team by maintaining learning systems and records, coordinating workshops and communications, responding to user queries, supporting reporting, and identifying simple ways to improve how work gets done.

Key Dimensions of the Position

Responsible to: Head of Organisational Development & Learning

Responsible for: Nil

Delegations: The position's full delegations are set out in the Schedule of Delegations and may be amended from time to time.

This role can authorise minor expenditure up to \$5,000 from the OD&L budget where the expenditure relates to approved professional development fund applications or approved external training activity.

Key relationships:

Internal:

- OD&L team
- People and Culture teams
- People leaders and kaimahi across Whānau Āwhina Plunket
- Communications, ICT, Clinical Education and other enabling teams
- Learning system users and content owners

External:

- Learning and OD providers
- LMS and digital platform vendors
- External learners or users of Plunket learning platforms

Key accountabilities

Learning and programme coordination

- Coordinate OD&L workshops, webinars, learning events and programmes, including scheduling, registrations, participant communications, resources, logistics and attendance records.
- Maintain the Plunket Learning mailbox, learning calendar and related records, ensuring queries are responded to in a timely, professional and helpful way.
- Support facilitators, providers and participants so learning activity is well organised and easy to engage with.

LMS and learning systems administration

- Coordinate learning content updates across LMS platforms, Kimi, SharePoint and MS Teams, working with content owners to keep resources current, accurate and accessible.
- Upload, update, archive and remove learning content as required.
- Respond to LMS and learning system support queries, resolving straightforward issues and escalating more complex matters as needed.
- Maintain review schedules for learning modules and support regular content clean-up.

Reporting, records and evaluation support

- Maintain accurate learning, attendance, professional development and programme records.
- Extract LMS, survey and learning activity data and prepare simple reports, spreadsheets and trackers.
- Support evaluation activity by coordinating feedback forms, collating responses and preparing information for review.

Professional development and provider coordination

- Coordinate the external professional development process, including mailbox management, records, simple reporting, invoice checks and approvals.
- Coordinate external training provider arrangements and keep clear records of related scheduling, documentation, logistics, costs, approvals and invoices.

OD&L project and team support

- Provide coordination and administrative support for OD&L initiatives, including engagement surveys, leadership development, culture activity and other OD projects.
- Prepare and maintain project documents, templates, action trackers and communications as required.
- Support the Head of OD&L with scheduling, document management, budget administration, invoice processing and travel expense checks

Process improvement and digital support

- Identify simple ways to improve manual processes, templates, forms, trackers and workflows.
- Use Microsoft tools and other approved systems to make OD&L activity easier to manage and report on.
- Help maintain and improve OD&L templates, forms, trackers and shared filing processes so they are easy for the team to use.

Health & Safety

- Manage own personal health and safety, and take appropriate action to deal with workplace hazards, accidents and incidents
- Ensure own and others' safety at all times and observe health and safety practices in all workplace activities
- Understand the responsibility individuals and their manager play in health and safety
- Team training is up-to-date and all team members can demonstrate actions in an emergency that are specific to the workplace and are designed to keep individuals safe
- Comply with relevant safety legislation, policies, procedures, safe systems of work and event reporting
- Identify and report all incidents, accidents, and near misses in accordance with policy

Position Description and Scope of Duties

Please note – we make every effort to capture the requirements of a positions in way that provides sufficient clarity. However, we do not capture all tasks. This means a person in this role may be asked to take on responsibilities not captured in their position description but linked to the intended purpose of their position.

In addition, as we are always adapting to our changing contexts to find better ways to deliver to whānau, kaimahi may be asked to contribute their experience and capabilities to work outside of their role from time-to-time following consultation.

Person Specification

Qualifications and Experience

Qualifications:

- A relevant qualification in business administration, human resources, learning and development, education, project coordination or a related field is desirable. Equivalent experience will also be considered.

Experience:

- 2–3 years' experience in a coordination or administrative role, ideally within HR, OD, L&D or a similar people-focused function.
- Experience coordinating workshops, webinars, learning events or programmes, including logistics, communications, records and follow-up.
- Confident using Microsoft Office and collaboration tools, including Excel, Word, PowerPoint, Outlook, Teams and SharePoint.
- Experience maintaining accurate records, spreadsheets, trackers, calendars and shared filing systems.
- Experience using, administering or supporting an LMS, digital learning platform, survey tool or similar systems.
- Experience supporting reporting, evaluation or data collation activities.
- Experience coordinating external provider and professional development processes, including scheduling, documentation, invoice checks, approval tracking and record keeping.

Capabilities and attributes

- Strong coordination and organisational skills, with good attention to detail.
- Confident using digital tools, systems, spreadsheets and shared files.
- Clear, professional and helpful communication style.
- Practical problem-solver who can improve simple processes and ways of working.
- Able to work independently, take ownership of agreed tasks and escalate when needed.
- Collaborative and service-focused, with a manaaki approach to supporting others.
- Demonstrates commitment to Te Tiriti o Waitangi and supports culturally safe, inclusive and pro-equity ways of working.
- Curious and willing to learn about OD, learning systems, reporting and digital tools

I have read and understood the above position description and accept all the above responsibilities incorporated herein.

Role title

Date

Manager role

Date