

Learning and Knowledge Manager

Position Description

General

The Learning and Knowledge Manager will conduct the duties outlined below within the framework of the Strategic Plan, policies and procedures of Financial Rights Legal Centre (the Centre). This role will particularly promote the Centre's objective of being a well-known and respected source of expertise for financial counsellors and other community lawyers and also promote the Centre services to client target groups.

Reporting Relationship/s

The Learning and Knowledge Manager reports directly to the Head of Service Delivery.

Community Legal Education and Training

- Plan, coordinate, deliver and evaluate community legal education and professional development activities for community members, community organisations, solicitors, financial counsellors, Centre staff and other stakeholders.
- Identify emerging legal, policy and consumer issues and translate these into accessible training, education and capacity-building opportunities.
- Support Centre staff to develop and deliver high-quality training, presentations and educational resources.

Education Resources and Communications

- Develop, review, edit and maintain internal and external educational materials and resources that support the Centre's strategic objectives and community legal education program.
- Ensure public-facing resources are accurate, accessible, written in plain language and regularly updated across print, digital and website platforms.
- Work collaboratively with staff to identify opportunities for new resources and continuous improvement of existing materials.

Stakeholder and Community Engagement

- Build and maintain effective relationships with community organisations, sector partners, government agencies, training providers and other stakeholders to maximise the reach and impact of the Centre's education activities.
- Support the Centre staff at conferences, forums, community events and other engagement activities to promote services and strategic objectives.
- Coordinate with internal and external stakeholders to support the successful delivery of training, events and collaborative projects.

Program Coordination and Continuous Improvement

- Monitor, evaluate and continuously improve education activities to ensure they meet organisational priorities and stakeholder needs.
- Coordinate administrative processes associated with education and training activities, including scheduling, registrations, communications, record keeping and reporting.
- Maintain records of training, presentations and educational resources to meet organisational, funding and reporting requirements.

Organisational Contribution

- Contribute to organisational projects, strategic initiatives, committees and change management activities as required.
- Stay informed of developments in the Centre's areas of work and collaborate across teams to identify education priorities.

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