



Position Title	Learning & Development Coordinator (CRM Project)
Department	Membership and Corporate Services
Capability Framework Level	Level 2 - Inspiring
Date Reviewed	September 2025

Incumbent Name	VACANT
Signature	

College Overview

The Australasian College for Emergency Medicine (ACEM) is a not-for-profit organisation responsible for the training, assessment and continuing professional development of emergency physicians as well as the advancement of professional standards in emergency medicine in Australia and Aotearoa New Zealand.

Our vision is to be the trusted authority for ensuring clinical professional and training standards in the provision of quality, patient-focused emergency care.

Our mission is to promote excellence in the delivery of quality emergency care to all our communities through our committed and expert members.

The ACEM Core Values which employees and members hold themselves and others accountable are:

- Equity
- Respect
- Integrity
- Collaboration

Department Overview

The Department of Membership and Corporate Services supports the College in delivering strategic priorities across member engagement, corporate operations, business improvement and service delivery. The Department achieves this by enabling coordinated execution of initiatives and services that enhance member value and experience, support continuous improvement, and strengthen College operations and infrastructure.

The Department comprises the areas of:

- People, Culture and Experience

- Membership Support and Experience
- Communications and Brand Strategy
- Technology and Business Services
- Projects and Business Improvement
- Conferences and Events

These Units and Divisions work collaboratively to develop and deliver services, programs and digital innovations that promote a sustainable and engaging member journey, while also ensuring the College operates effectively and efficiently.

Position Purpose

The Learning & Development Coordinator (CRM Project) will play a key role in preparing ACEM for the successful rollout of the new Dynamics 365 CRM system. The role will develop and coordinate training activities, support the development of staff capability, and ensure that learning resources are tailored, accessible, and aligned to business processes.

Reporting to the Change Manager, this position will work closely with the CRM project team and business units to build confidence, readiness, and sustainable skills across the College.

Key Responsibilities

The key responsibilities of the role shall include, but not be limited to:

- Support the design and delivery of ACEM's CRM learning strategy, ensuring alignment with organisational goals and project milestones.
- Contribute to the development of role-based learning pathways and capability frameworks for CRM use.
- Coordinate the development and delivery of training sessions, workshops, and digital learning resources to prepare staff for CRM go-live.
- Translate technical functionality into clear, accessible content for different user groups.
- Assist in creating process-aligned documentation, guides, and quick-reference tools to embed learning.
- Provide day-to-day support to staff engaging with training, ensuring a positive learning experience.
- Mentor and support identified staff members to build longer-term training capability within the organisation.
- Act as a liaison between the CRM project team, People & Culture, and business units to identify and address learning needs.
- Gather feedback from staff and stakeholders to continuously improve training resources and delivery.
- Monitor staff training completion, confidence, and readiness, reporting progress to the project team and Change Manager.
- Support the evaluation of learning outcomes and contribute to continuous improvement of training content and processes.
- Other responsibilities as delegated by Management within the scope of this position.

Key Skills, Qualifications and Attributes

Essential

- Experience coordinating training programs, ideally in the context of a system rollout.

- Knowledge of learning and development practices, including needs analysis, training delivery, and resource development.
- Experience supporting or working with Microsoft Dynamics 365 or similar systems.

Desirable

- Experience with a member based organisation and / or in the non for profit sector will be highly regarded.

Key Capabilities

ACEM has a Capability Framework that describes the technical and non-technical capabilities expected to be executed. For the role of Learning & Development Coordinator (CRM Project), the key capabilities include:

Effective communication:

- Able to communicate clearly and effectively in different forums and with a range of stakeholders and colleagues.
- Drafts and self-reviews complex/detailed correspondence and content.
- Identifies and understands intended audiences.
- Identifies most appropriate and effective method of communication (e.g. presentations, emails/newsletters, social channels) based on message and audience.
- Provides opportunities for collaboration to ensure decision making, communication and messaging incorporates diverse views and perspectives.

Stakeholder engagement and management:

- Builds and maintains positive relationships with internal/external stakeholders.
- Takes responsibility for overseeing and resolving complex queries from internal/external stakeholders.
- Provides regular status updates to internal/external stakeholders.
- Follows up with internal/external stakeholders to ensure issues are resolved.
- Proactively shares information gained from stakeholder engagement to help resolve issues and improve internal processes.

Decision making:

- Able to identify a task/issue and break down into decisions needing to be made.
- Able to identify what additional information is needed and how to source that information.
- Able to research alternative options; explores and analyses benefits and implications.
- Makes recommendations where there are multiple options to consider.

Problem solving and advising:

- Able to proactively and independently solve low to medium-risk problems.
- Able to apply previous learnings when faced with new situations.
- Seeks opinion/guidance from others for more difficult problems.
- Identifies higher risk problems; develops potential recommendations and refers upwards.

Negotiation and influence:

- Negotiates relevant matters presented by internal and/or external stakeholders.
- Identifies where support/cooperation is needed from internal and/or external stakeholders.

- Demonstrates ability to influence others when appropriate.
- Able to negotiate to gain consensus.

Data gathering and analysis:

- Gathers and analyses relevant data across multiple domains.
- Identifies and evaluates sources of information to inform and progress work.
- Shares findings with relevant internal stakeholders.
- Seeks additional resources when gaps and inconsistencies or variances in data are found.

Managing performance:

- Provides supervision and coaching to direct reports.
- Provides positive and constructive feedback to direct reports, peers and colleagues.
- Provides informal mentoring to peers, colleagues.
- Fosters a positive workplace culture through role modelling organisational values and recognising positive behaviours in others.

Leadership and business acumen:

- Works collaboratively within own department/team.
- Identifies operational matters requiring financial consideration to inform budget preparation.

Change management:

- Encourages a culture of improvement through identifying potential opportunities for change in area of expertise/domain.
- Implements change plans.
- Provides subject matter expertise at key stages from change concept to delivery.
- Supports change management process through positive communication and proactively addressing issues.
- Able to articulate benefits of change and link to operational/strategic objectives.

Organisation Responsibilities

As a member of ACEM staff, organisation responsibilities include, but are not limited to:

- Demonstrate the ACEM Core Values within the Unit, Department and across the College.
- Ensure any allocated deliverables outlined in the ACEM Business Plan, ACEM Reconciliation Action Plan and Te ACEM Rautaki Manaaki Mana: Excellence in Emergency Care for Māori are met to a high standard.
- Ensure the quality recording of all processes relevant to role and responsibilities.
- Strive to maintain a culturally competent and inclusive workplace and expected to undergo regular cultural competence training.

Workplace Health and Safety

All employees have a personal responsibility to work safely and to abide by health and safety legislation, policies, rules and established safe work practices. All employees are responsible for their own safety and that of fellow employees.

Organisational Sustainability

ACEM aims to promote sustainable practices in the workplace and reduce its environmental footprint through initiatives to reduce waste, energy and water use, and to increase recycling. All employees are encouraged to actively apply sustainability principles within their own teams

Organisational Relationships

Reports to	Change Manager
Supervision of	Nil
Internal Liaison	All ACEM Employees Members and trainees of the College
Committee Liaison	Nil
External Liaison	Nil

Additional Information

- May involve work outside normal business hours to meet business objectives.
- Interstate and/or overseas travel to Aotearoa, New Zealand may be required.