



BUILD A CITY. BUILD A FUTURE.

HELP US BUILD A WORLD-CLASS CITY.



LEARNING AND DEVELOPMENT SPECIALIST

As one of the fastest growing cities in Canada, the City of Surrey is a globally recognized leader building vibrant, sustainable communities through technology and innovation. City of Surrey employees are talented innovators, inspired by meaningful work and the opportunity to drive our city—and their careers—forward.

Build a City. Build a Future at the City of Surrey

SCOPE

Are you looking to join an award-winning employer with a commitment to organizational growth and development? We are currently searching for a Learning & Development Specialist with a focus on team development. As a key member of the Human Resources team, reporting to the Organizational Development & Corporate Planning Manager, the Learning and Development Specialist will be responsible for the planning, development, delivery, and follow-up of learning and development initiatives to support effective team development.

EMPLOYEE STATUS

Exempt - Term Full-time (18-month term with extension based on work volume)

RESPONSIBILITIES

- Coordinate all aspects of team development services, including manager consultations to assess needs and team readiness, administration of team effectiveness assessments, recommendations for methods to improve team effectiveness, and design and facilitation of team focused sessions to improve effectiveness. Services may include facilitation of sessions to develop team mission, vision, and values; team norms; etc.
- Build skills by facilitating instructor-led courses for staff and leaders, with a primary focus on team dynamics. Preferred course topics include: Insights Discovery; effective communication skills; conflict resolution and mediation; and team development. Courses may include self-developed content, existing City content, or content from an external content provider (e.g. Insights, Crucial Learning).
- Provide various administration and coordination activities, including admin for the City's Education Funding program, external facilitator bookings, preparation of course materials, catering, class list maintenance, etc.
- Evaluate the effectiveness of course content and make updates to improve outcomes.
- Act as a resource, responding to inquiries regarding learning services.
- Undertake special learning projects and assignments.

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QUALIFICATIONS

- University degree in HR or related discipline with a minimum of 4 years of experience in a training and development role, or an equivalent combination of education and experience.
- Proven facilitation experience in delivering exceptional learning experiences to diverse groups within a corporate environment.
- Excellent listening, communication, and conflict resolution skills.
- Strong ability to build trust and maintain strong working relationships with team members, partners, and course participants.
- Enthusiasm for all things learning and development. Self-driven and committed to continuous learning, including knowledge of the latest learning and development trends and best practices.
- Good judgment and initiative, and can work independently to contribute effectively in a team environment.
- Excellent planning and organizational skills within an ever-changing, fast-paced environment.
- Proficient with Microsoft Office programs: MS Teams, Word, PowerPoint.
- A valid and unrestricted driver's license is required.
- A Police Information Check will be required.

Preferred candidates will have one or more of the following assets:

- Insights Discovery accreditation.
- Crucial Learning accreditation (e.g. Crucial Conversations, Getting Things Done).
- Completion of a recognized facilitators program.

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