

JOB DESCRIPTION & PERSON SPECIFICATION

Job Title:	E-learning Specialist
Department:	Shared Services
Responsible to:	Quality and Practice Manager
Responsible for (if applicable)	N/A

Overall Purpose/Aim: To maintain the Key Assets International Learning Management System as well as develop and produce high quality technology-enhanced learning resources to ensure all Staff and Carers have access to suitable learning and skill development for their specific area of work and responsibility, in line with the Vision, Values and Standards of Key Assets – The Children's Services Provider.

Core Tasks

Learning Management System – Totara Platform

- Work with the LMS project team to create, build and maintain the Key Assets International LMS.
- To create and maintain courses and learning activities within the company's Learning Management System.
- Update and upload course materials and resources on to the Learning Management System.
- To be responsible for the support and administration of the Learning Management System.
- Ensure all support requests are logged, tracked and actioned.
- Maintain LMS user groups and ensure links between systems are maintained.
- Report on ongoing usage and issues to the Quality and Practice Manager.
- Develop and distribute communications regarding the LMS system.
- Take the lead on campaigns, marketing and communication to engage learners in new learning activities, social learning and general e-learning engagement.

E Learning

- Apply instructional design theories and practice to design and develop innovative e-learning courses and materials in line with modern workplace learning principles.
- High proficiency in e-learning authoring tools ie: Articulate, Captivate or Lectora.
- To develop and produce high quality technology-enhanced learning resources (e.g. interactive resources, summative and formative quizzes, digital narratives, screen-capture tutorials, etc.), for use within the virtual learning environment to support classroom and blended learning courses.
- To demonstrate capability in multimedia, graphic design and video content.
- To take a proactive role in the design, preparation and support of blended learning courses.
- Develop robust assessments to evaluate effectiveness of learning content.
- Work with internal colleagues and external suppliers to maintain purchased e-learning modules.
- To research and keep abreast of developments in the sector.
- To collaborate with key staff to curate and create a range of relevant resources and materials.
- Work in partnership with subject matter experts to design course materials and assessments to a high professional standard.
- To provide support to staff and carers in all aspects of e-learning, e.g. through email and telephone.
- To support internal colleagues in the development of technology-enhanced learning resources.

- Contribute to the quality assurance of learning resources and report any concerns and take appropriate action as required.

Accountabilities

- Work within the Quality and Practice Team as part of the Shared Services function in Australia and New Zealand.
- Attend and contribute to all meetings relevant to the position.
- Maintain professional skills and knowledge in order to carry out the duties of post effectively.

Additional Duties

- The post holder will be expected to demonstrate the Key Assets' values
- The post holder will be expected to undertake any training and development deemed necessary for the pursuance of the post.
- The post holder will be expected to reach a high level standard of I.T. competence to be able to use Company electronic systems effectively
- The post holder will be expected to ensure compliance with Equal Opportunities Policy and Procedure in all employment practices.
- The post holder will be expected to work in a manner which is inclusive of all employees and stakeholders, which includes Aboriginal and Torres Strait Islander's, people who identify as LGBTI, people of all ages, people with disability and those from culturally and linguistically diverse backgrounds.
- The post holder will be expected to comply with the no smoking policy in place and ensure that Health and Safety is observed in the course of employment
- Ensuring compliance with safeguarding procedures, throughout all work within the Company, keeping Senior Management informed of work in progress and inform Senior Management immediately of any child protection matter or serious complaint.

It is the nature of work of the post that tasks and responsibilities are, in many circumstances, unpredictable and varied. All staff are, therefore, expected to work in a flexible way when the occasion arises where tasks are not specifically covered in the Job Description and have to be undertaken.

Signed by Job Holder:	
Date:	
Signed by Line Manager:	
Date:	

PERSON SPECIFICATION

Note to Applicant: When completing your application form you should demonstrate the extent to which you have the necessary education, experience, knowledge and skills identified for the post.

Key: Assessed by Application Form: **A**
 Assessed at Interview: **I**
 Assessed by Test/ Exercise **T**
 Assessed by Documentary Evidence **D**

	<u>Essential/ Desirable</u>	<u>Shortli sted</u>	<u>A</u>	<u>I</u>	<u>T</u>	<u>D</u>
<u>Education/ Qualifications</u>						
<ul style="list-style-type: none"> Relevant qualifications in E-learning development and/or instructional design 	<u>Desirable</u>	✓	✓	✓		✓
<ul style="list-style-type: none"> Degree level/equivalent level professional qualification 	<u>Desirable</u>	✓	✓	✓		✓
<u>Experience/ Training</u>						
<ul style="list-style-type: none"> A high level of ICT skills relevant to the creation of high quality training and learning resources 	<u>Essential</u>	✓	✓	✓		
<ul style="list-style-type: none"> Proven experience of creating SCORM compliant e-learning content 	<u>Essential</u>	✓	✓	✓		
<ul style="list-style-type: none"> Minimum 3 years' experience of using a virtual learning environment (e.g. Moodle, Totara) 	<u>Essential</u>	✓	✓	✓		
<ul style="list-style-type: none"> Minimum 3 years' instructional design experience using a range of e-learning development software such as Lectora, Flash, Captivate and Articulate 	<u>Essential</u>	✓	✓	✓		
<ul style="list-style-type: none"> Experience of collaborative working with staff 	<u>Essential</u>	✓	✓	✓		
<ul style="list-style-type: none"> Minimum 2 years' experience of face to face training delivery, presentations or demonstrations 	<u>Desirable</u>	✓	✓	✓		
<ul style="list-style-type: none"> Working with external providers and/or partnership learning organisations 	<u>Desirable</u>		✓	✓		
<u>Knowledge</u>						
<ul style="list-style-type: none"> Thorough understanding of the e-learning sector, best practice, technologies and SCORM compliance 	<u>Essential</u>	✓	✓	✓		
<ul style="list-style-type: none"> Knowledge of technology-enhanced learning resources i.e. audio, audio & video conferencing, animation, virtual classrooms, forums, chat rooms etc. 	<u>Essential</u>	✓	✓	✓		
<ul style="list-style-type: none"> Detailed knowledge of training theories, methodologies and techniques, particularly in relation to the use of technology in learning 	<u>Essential</u>	✓	✓	✓		

<ul style="list-style-type: none"> Use of Microsoft Word, Excel, Powerpoint and Outlook Email to a high standard 	<u>Essential</u>	✓	✓	✓		✓
<ul style="list-style-type: none"> Understanding of modern workplace learning strategies and application of social learning in an e-learning environment 	<u>Essential</u>	✓	✓	✓		
<ul style="list-style-type: none"> Knowledge of or experience working with different cultural learning models and styles 	<u>Desirable</u>		✓	✓		
<ul style="list-style-type: none"> General knowledge of or experience working with a non-profit non-Government agency 	<u>Desirable</u>		✓	✓		
<ul style="list-style-type: none"> Knowledge of child protection, OOH and Human Services sectors 	<u>Desirable</u>		✓	✓		
Personal Qualities						
<ul style="list-style-type: none"> Be able to demonstrate effective communication both oral and written 	<u>Essential</u>		✓	✓		
<ul style="list-style-type: none"> Strong interpersonal skills 	<u>Essential</u>		✓	✓		
<ul style="list-style-type: none"> Excellent organisational skills 	<u>Essential</u>		✓	✓		
<ul style="list-style-type: none"> Ability to think in a creative and innovative way 	<u>Essential</u>		✓	✓		
<ul style="list-style-type: none"> Keen eye for detail and ability to work with a number of different terms, conditions and processes simultaneously 	<u>Essential</u>		✓	✓		
<ul style="list-style-type: none"> Ability to work under pressure and handle changing priorities 	<u>Essential</u>		✓	✓		
<ul style="list-style-type: none"> Ability to work on own initiative and as part of a team 	<u>Essential</u>		✓	✓		
<ul style="list-style-type: none"> Reliability, flexibility and dependability 	<u>Essential</u>		✓	✓		
<ul style="list-style-type: none"> Ability to create a positive working environment where people have the opportunity to reach their potential 	<u>Essential</u>		✓	✓		
<ul style="list-style-type: none"> Ability to maintain confidentiality 	<u>Essential</u>		✓	✓		
<ul style="list-style-type: none"> Ability to work with others in remote locations 	<u>Essential</u>		✓	✓		
Miscellaneous						
<ul style="list-style-type: none"> A commitment to Equal Opportunities and OH&S in all work practices 	<u>Essential</u>		✓	✓		
<ul style="list-style-type: none"> A comprehensive working knowledge of all relevant legislation pertaining to children's services as well as publications which inform current thinking regarding best practice and the Safeguarding of children 	<u>Essential</u>		✓	✓		
<ul style="list-style-type: none"> A commitment to diversity and social inclusion which includes Aboriginal and Torres Strait Islander's, people who identify as LGBTI, people of all ages, people with disability and those from culturally and linguistically diverse backgrounds 	<u>Essential</u>		✓	✓		
<ul style="list-style-type: none"> A commitment to providing a professional and quality service 	<u>Essential</u>		✓			
<ul style="list-style-type: none"> Ability and willingness to work flexibly including, early morning and evening work as necessary to accommodate time zones 	<u>Essential</u>		✓			
<ul style="list-style-type: none"> Must possess a full current driving license relevant to the state this role is based 	<u>Essential</u>	✓	✓			✓
<ul style="list-style-type: none"> To be confident dealing with people in sometimes stressful/ difficult situations or remotely 	<u>Essential</u>		✓			
<ul style="list-style-type: none"> Willingness to undertake relevant statutory and personal reference checks 	<u>Essential</u>		✓			
<ul style="list-style-type: none"> Be prepared to seek advice where necessary 	<u>Essential</u>		✓			