# Position Details

## Administrative Services – CSOF4

The following information is for applicants

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| Advertised Job Title**:** | Learning and Development Associate Consultant |
| Job Reference: | 58934 |
| Relocation Assistance**:** | Will be provided to the successful candidate if required. |
| Applications Are Open To: | [ ]  Australian Citizens Only[x]  Australian/New Zealand Citizens and Australian Permanent Residents Only* [ ]  All Candidates
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| Percentage of Client Focus - Internal: | 85% |
| Percentage of Client Focus - External: | 15% |
| Reports to the: | Innovation and Customer First, Stream Lead, Learning & Development team |
| Number of Direct Reports: | 0 |
| Name and Contact Details For Applicant Enquiries : | Janet Esposito, janet.esposito@csiro.auPlease do not email your application directly to Janet. Applications received via this method will not be considered. |
| Contact Details For Applying: | If you experience difficulties applying online Call 1300 984 220 or email careers.online@csiro.au.  |
| How to Apply: | Please apply online at [jobs.csiro.au](https://jobs.csiro.au/) and enter the requisition number**.** Internal applicants please apply via ‘Jobs Central’ in SAP (click ‘Recruitment’)  |

## Role Overview:

Workplace learning and the technology-enabled methods to allow more agile deployment and access have grown exponentially in recent years.

The L&D team supports a suite of face to face and technology-enabled programs and initiatives designed to build awareness and skills both individually and at the team and organisational levels. The L&D team is currently transitioning to a more technology-enabled learning environment.

The Learning and Development Associate Consultant will project manage and contribute to programs and initiatives, providing an exceptional learning experience for CSIRO employees, teams and leaders. Working in a fast paced, complex and ambiguous environment, the Associate Consultant will be involved in designing and implementing learning experiences to meet organisational objectives. The role will require effective customer engagement, both face-to-face and virtual, a consideration of change management and marketing principles, as well the ability to creatively and agilely design, deploy, and evaluate technology-enabled learning solutions through online platforms.

While the role sits within the Innovation and Customer First stream within the L&D team, the successful candidate may also contribute to or lead programs in other streams including Collaboration and Global, Career Development, and Leadership.

The position reports to a Stream Leader and is located in either Sydney (North Ryde), Melbourne (Clayton), Brisbane (Dutton Park) or Black Mountain (ACT) and will be co-located with other members of the L&D team. Other locations may be considered.

## Duties and Key Result Areas:

* Consult with learners and their managers to anticipate needs, ensure the relevance of learning interventions, contribute to achievement of team objectives, take personal responsibility for client satisfaction, and address challenges promptly and in a constructive manner.
* Collaborate on the design, content development and technology-enabled delivery of learning initiatives including engaging with our internal customers and external partners to understand development needs and influencing and delivering outcomes, taking into account key organisational priorities, sector best practice, and emerging trends.
* Collaborate on strategic stream outcomes, including program design, delivery (including selection and deployment of best-fit technology platforms), planning, logistics, project, database management, and evaluation.
* Collaboratively design and deploy virtual programs and resources leveraging various fit-for-purpose technology platforms (e.g. LMS, JAM, Confluence etc.) in support of the best learner experience and outcomes in the CSIRO context. Development may be via in-house builds or partnering with external providers.
* Program moderation and coordination (virtual classroom and face-to-face), including:
	+ Smooth operation of and access to technology (WebEx, LMS, Confluence, SharePoint, JAM etc.) including moderation and troubleshooting;
	+ Liaising with internal and external consultants, coordinating speakers (individuals and panels) and facilitators;
	+ Liaising with participants to promote and confirm programs and events;
	+ Designing and monitoring program evaluation.
* Select external partners for specific projects, including develop specifications, issue Requests for Quotes (RFQ) and interview prospective individuals and organisations.
* Engage effectively with all staff, clients and external vendors (including panels) in the interests of good business practice, collaboration and enhancement of CSIRO’s reputation.
* Working proactively and, at times autonomously, as part of a regionally dispersed team, to carry out often ambiguous tasks and provide assistance, under the general direction of senior L&D Consultants.
* Generate improved solutions in work situations and, explore creative approaches to address problems and opportunities, including the use of technology-enabled solutions.
* Establish and utilise networks with other professionals in relevant fields to ensure the services provided continues to add value
* Deliver training on procedural issues or systems developments to clients and team members.
* Continue to develop your own professional capability to enhance outcomes for CSIRO learners and delivery against stream and broader team objectives.
* Communicate openly, effectively and respectfully with all staff, clients and suppliers in the interests of good business practice, collaboration and enhancement of CSIRO’s reputation.
* Work collaboratively as part of a multi-disciplinary, often regionally dispersed team, and business unit to carry out tasks in support of CSIRO’s scientific objectives.
* Adhere to the spirit and practice of CSIRO’s Code of Conduct, Health, Safety and Environment plans and policies, Diversity initiatives and Zero Harm goals.
* Other duties as directed.

## Competencies:

1. **Teamwork and Collaboration: Cooperates with others to achieve organisational objectives and may share team resources in order to do this. Collaborates with other teams as well as industry colleagues.**
2. **Influence and Communication: Uses knowledge of other party's priorities and adapts presentations or discussions to appeal to the interests and level of the audience. Anticipates and prepares for others reactions.**
3. **Resource Management/Leadership: Allocates activities, directs tasks and manages resources to meet objectives. Provides coaching and on the job training, recognises and supports staff achievements and fosters open communication in the team.**
4. **Judgement and Problem Solving:** Investigates underlying issues of complex and ill-defined problems and develops appropriate response by adapting/creating and testing alternative solutions.
5. **Independence: Recognise and makes immediate changes to improve performance (faster, better, lower cost, more efficiently, better quality, improved client satisfaction).**
6. **Adaptability:** Copes with ambiguity or situations that lack clarity. Adapts readily to changing circumstances and new responsibilities (which may include activities outside own preferences) in the interests of achieving team objectives. Recognises the need for and undertakes personal development as a result of changes.

## Essential Criteria:

*Under CSIRO policy only those who meet all essential criteria can be appointed.*

1. Appropriate qualifications in Adult Learning, Psychology, Social Science, other relevant discipline or equivalent work experience.
2. Willingness and ability to travel interstate
3. Experience in instructional design, facilitation, deployment and evaluation of learning experiences (blended, virtual and face-to-face) for a range of audiences in a professional setting.
4. Experience using various technology to deploy scalable and effective learning solutions (for example, social learning platforms and webinars).
5. Experience managing conflicting priorities and projects in fast-paced, often ambiguous settings with competing time, stakeholder demands and audience requirements.
6. Proven team player with a track record of collaboratively achieving work objectives and shared goals to provide high quality outcomes, seamless service and create a positive team culture.
7. Proficiency with multiple software packages, including; Microsoft Office suite (especially Excel and PowerPoint) and online collaboration and / or social learning platforms (such as Confluence and JAM) with a demonstrated ability to use programs to their full capacity, and initiative to explore new technologies and their applications to other fields

## Desirable Criteria:

1. Experience using Articulate Storyline to prepare new and edit existing content supplied by subject matter experts, external consultants and liaising with them to ensure it is accurate, clear and instructional, and adheres to organisational style, quality, accessibility standards and technical requirements.
2. Experience with SAP Learning Management System and / or Success Factors and system implementation.
3. Experience working in a Science and Engineering organisation, tailoring work activities and communication to suit the needs of a multi-cultural audience
4. Experience in collaborating in virtual team environments

## Special Requirements:

None

## About CSIRO:

We imagine. We collaborate. We innovate. To find out more visit us [online](http://www.csiro.au/)!