# Position Details

## Administrative Services – CSOF5

The following information is for applicants

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| Advertised Job Title**:** | Learning and Development Consultant |
| Job Reference: | 58935 |
| 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: | Manager, Innovation and Customer 1st Stream |
| 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:

Join CSIRO’s Learning and Development team and make a lasting contribution to CSIRO. Your work will directly support the achievement of CSIRO Strategy and help CSIRO to address capability building challenges. The team supports a suite of face to face and technology-enabled programs and initiatives designed to build skills and awareness both individually and at the team and organisational levels

The position provides an opportunity to apply your learning and development experience at an enterprise level in the context of a multi-disciplinary applied scientific research organisation.  If you want to make a difference and are enthusiastic and adaptable please consider joining the L&D team and take advantage of this exciting opportunity for personal development and growth.

The Learning and Development Consultant will lead and contribute to programs and initiatives, providing an exceptional learning experience for CSIRO individuals, teams and leaders. Working in a fast paced, complex and ambiguous environment, the 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. Collaborating with subject matter experts to creatively and agilely design, deploy, and evaluate face to face and technology-enabled learning solutions through online platforms.

The position reports to the Innovation Stream Manager 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. Co-location ensures a development pathway, mentoring and support for your success in the role.

## Duties and Key Result Areas:

* Under limited direction, use your Learning and Development expertise to lead a range of initiatives, or be responsible for a number of projects, with independence of action within the L&D team, achieving results through the use and allocation of available resources, within constraints determined by team leaders.
	+ Projects may include contributing to the creation of a Data Science and Digital Literacy Curriculum, Early Career Researchers development pathway, Leaders Induction project
	+ Initiatives include the transition of existing face-to-face learning programs into a blended delivery approach
* Assessing and interpreting learning and development needs and developing learning interventions and resources to address needs.
* Designing, planning, and facilitating tailored, engaging and impactful learning initiatives within a project team.
* Applying systematic evaluation methodologies to determine a program or intervention’s effectiveness.
* Selecting external partners to co-design and facilitate face to face and/or digital and blended development programs using an approach which includes designing specifications, sourcing proposals, and interviewing candidates.
* Developing specifications, issuing Request for Quotes (RFQ), interviewing prospective external providers, and coordinating the contracting process and contractor relationships to ensure effective provision of learning and development services to CSIRO.
* Program delivery, moderation and coordination (virtual classroom and face-to-face) to engage participants in the learning process including pre and post program activities, including:
	+ Managing the contribution of external consultants and internal subject matter experts and leaders
	+ Smooth operation of and access to technology (WebEx, LMS, Confluence, SharePoint, JAM etc.) including moderation and troubleshooting;
	+ Curating appropriate reference materials to support participant learning
	+ Liaising with participants to promote and confirm programs and events;
	+ Designing and monitoring program evaluation.
* 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 strategic 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:** Sets up and maintains effective and efficient work teams and manages performance and resources, to achieve objectives. Chooses appropriate management strategies and communication styles to maintain high levels of motivation and productivity. Gives feedback for development purposes and provides support and direction for improvement.
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:** Plans, sets and works to meet challenging standards and goals for self and/or others. Recognises where endeavours will make the most impact or difference, decides on desired outcome and sets realistic goals to reach this target.
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. 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.
2. Experience using various technology to deploy scalable and effective learning solutions (for example, social learning platforms and webinars).
3. Experience managing conflicting priorities and projects in fast-paced, often ambiguous settings with competing time, stakeholder demands and audience requirements.
4. 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.
5. 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
6. Appropriate qualifications in Adult Learning, Psychology, Social Science or other relevant discipline.
7. Ability to create and sustain impact-focused relationships with senior leaders/executives (including coaching, Facilitating and influencing)
8. Willingness and ability to travel interstate.

## Desirable Criteria:

1. Experience working with scientific or engineering focused organisations and demonstrated ability to engage and provide robust solutions for our unique learners.
2. Understanding of the Data Science life cycle and the ability to translate this understanding into the design and development of learning and development programs
3. Experience with SAP Learning Management System and / or Success Factors and system implementation.
4. Experience 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/)!