# Position Details

## Administrative Services – CSOF4

The following information is for applicants

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| Advertised Job Title**:** | Digital Learning and Development Associate Consultant |
| Job Reference: | 59505 |
| Relocation Assistance**:** | Will be provided to the successful candidate if required. |
| Applications Are Open To: | Australian Citizens Only  Australian/New Zealand Citizens and Australian Permanent Residents Only   * All Candidates |
| 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 via email: janet.esposito@csiro.au |
| Contact Details For Applying: | Call 1300 984 220 or email [careers.online@csiro.au](mailto: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:

The Digital Learning and Development Associate Consultant will be part of the Learning and Development (L&D) team and will project manage and contribute to programs and initiatives that provide an exceptional learning experience for CSIRO employees, teams and leaders. The role will be involved in the planning, scoping and implementation of learning experiences to meet organisational objectives through the design, deployment and evaluation of technology-enabled learning solutions through online platforms.

The L&D team support 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 team is keen to optimise existing technology-enabled learning ecosystem and take advantage of relevant emerging technology-enabled learning technology.

## Duties and Key Result Areas:

Engaging with internal customers, learners and external partners

* Collaborate across the L&D team and the broader organisation to develop high quality, practical, integrated and enduring learning solutions.
* Develop effective relationships with internal stakeholders and our panel of external vendors.
* Develop specifications, issue Request for Quotes (RFQ) and interview prospective external providers.
* Plan, facilitate and evaluate tailored, engaging and impactful blended and face to face learning initiatives as part of a team and under guidance of a senior L&D consultant.
* Prepare communications and deploy programs and resources throughout the organisation in conjunction with senior L&D consultants.

Project Management

* Lead or contribute to the project management of the design, development, delivery and evaluation of learning solutions as part of internal project teams in conjunction with external vendors.
* Ensure projects are progressing according to agreed objectives and are completed in line with agreed budgets, deadlines and meet technical requirements.

Learning and Development

* Collaboratively design and deploy virtual programs and resources leveraging various fit-for-purpose technology platforms (e.g. LMS, JAM- social learning, 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 consultants.
* Contribute to needs analyses for CSIRO’s various requirements and target audiences.
* Conduct robust instructional design including creation of storyboards and other planning materials that satisfy key stakeholders, user communities and the organisations business project objectives.
* Facilitation of virtual and face to face programs and initiatives.
* Program co-ordination of learning programs and initiatives.

Technical and eLearning Skills

* Use eLearn development and digital media tools (particularly Articulate 360) to prepare new and edit (including updating) existing content supplied by subject matter experts and external consultants. Liaise with these experts and consultants to ensure content:
  + Is accurate, clear and succinct;
  + Has instructional principles applied;
  + Adheres to organisational style, quality, accessibility standards and technical requirements.
* Ability to apply and provide feedback on eLearning and online solutions regarding Government agency compliance with Web Content Accessibility Guidelines (WCAG)2.1.
* Adept in utilising technology platforms for connecting participants virtually and for own team collaboration and work.
* LMS administration as well as user documentation and staff support and training.
* Continue to develop your own professional capability to enhance outcomes for CSIRO learners and delivery against stream and broader team objectives.

Other

* 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, 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. Tertiary qualifications in a relevant discipline, such as Adult Learning, Psychology, Social Science, Digital Media or a Certificate IV in Training, or equivalent work experience.
2. Demonstrated experience in instructional design and the facilitation, deployment and evaluation of learning experiences (blended, virtual and face-to-face) for a range of audiences in a professional setting.
3. A history of using various technologies to deploy scalable and effective learning solutions (for example social learning platforms and webinars).
4. Proven experience managing conflicting priorities and projects in fast-paced, often ambiguous settings with competing time, stakeholder demands and audience requirements.
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) coupled with the initiative to explore new technologies and their applications to other fields.
6. Proven ability to work autonomously and as part of diverse teams with a strong track record of collaboratively achieving work objectives and shared goals to provide high quality outcomes, seamless service and creating a positive team culture.

## 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 Success Factors Learning Management System 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 collaborating in virtual team environments

## Special Requirements:

Willingness and ability to travel interstate

## About CSIRO:

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