

**POSITION:** Learning Management System (LMS) Employee eXperience Administrator  
**REPORTS TO:** Head of Organisational Development  
**DATE CREATED:** March 2021

## ORGANISATIONAL ENVIRONMENT

Melbourne City Mission (MCM) is a leader and innovator in the provision of services to the community. Established in 1854, Melbourne City Mission is a diverse community support organisation that supports thousands of Victorian people and communities to overcome barriers and disrupt disadvantage to live their life, their way.

As a service provider Melbourne City Mission's work is focussed on supporting people to take charge of their own lives and participate fully in community life. Melbourne City Mission's service profile includes: Children, Youth, Adult and Family; Disability; Employment, Education and Training; Homelessness; Justice; and Palliative Care. Our Healing Oriented Framework guides us in our trauma informed knowledge to enhance trauma responsiveness across all programs and deepens the capacity of teams and services in complex environments to provide healing oriented care.

As a social change agent Melbourne City Mission advocates for social policy change and works across all sectors in seeking to achieve sustainable outcomes for communities experiencing disadvantage.

## JOB CONTEXT

The Organisational Development (OD) Team sits within People, Quality & Safety who provide leadership in the development and provision of HR strategies and practices that position Melbourne City Mission (MCM) as an employer of choice in the sector. The OD team provides specialist expertise, advise and support to MCM's operational programs across a range of areas including:

- Administration & maintenance of MCM's training & education records through Learn360
- Coordination and delivery of MCM's Induction
- Design & implementation of MCM's leadership strategy
- Administration & reporting on employee engagement
- Aligning initiatives with an enhanced employee eXperience throughout the employment lifecycle
- Administering & reporting on psychometric assessments
- Drive the delivery of actions against MCM Reconciliation Action Plan

## JOB PURPOSE

The Learning Management System (LMS) Administrator will assist in the identification, development and implementation of learning system policies. This role is responsible for ensuring continuous operation and maintenance of Melbourne City Mission's LMS. The LMS will be the point of access for all learning across the organisation and support MCM employees to demonstrate compliance with MCM and regulatory requirements, as well as capability development.

## JOB OBJECTIVES

Duties of this role may include but are not limited to the following:

### LMS Maintenance and Administration

- Maintain the LMS functionality and features.
- Respond to and resolve user queries in relation to the LMS.
- Provide detailed administrative support and advice to MCM employees and LMS vendor.
- Support use of the LMS through establishing close working relationships with the LMS vendor, program developers /providers and internal users.
- Manage the uploading of education modules to meet the organisation needs – including standardised or custom solutions.
- Maintain data integrity to ensure compliance with training records.
- Manage the day-to-day maintenance tasks associated with the LMS
- Provide basic troubleshooting for access and use of the LMS, including working with the LMS vendor to ensure prompt resolution of technical issues before and after implementation

### Organisational Development Support

- Coordination and delivery of Induction
- Support with program administration and implementation
- Support in relation to Employee Engagement Survey reporting and roll out of initiatives
- Support the roll out and administration of employee recognition program

### Reconciliation Action Plan

- Support delivery of RAP initiatives

## KEY RELATIONSHIPS

This position may have relationships with a diverse range of MCM employees, external service providers, organisations and stakeholders within the community, with the view to providing the most appropriate and effective services and supports to the people they support. Examples of key relationships are detailed in the following table:

<b>Internal Relationships</b>	<ul style="list-style-type: none"> <li>• HR Business Partners and Occupational Health &amp; Safety team members</li> <li>• ICT/ Applications Team</li> <li>• Executive and Senior Managers of MCM</li> <li>• All employees, contactors and volunteers within MCM</li> </ul>
<b>External Relationships</b>	<ul style="list-style-type: none"> <li>• LMS Vendor</li> <li>• External consultants</li> </ul>

## KEY SELECTION CRITERIA

### Essential:

- A relevant tertiary qualification, i.e. HR, Business or Computer Science or a related discipline.
- The confidence to engage with stakeholders to deliver advice and work through solutions.
- Sees things from a 'customer' perspective.
- Capable of analysing information, reporting on conclusions and developing recommendations.
- An excellent communicator – written and oral.
- Computer literacy, including proficiency in Microsoft Office Outlook, Word, Excel and PowerPoint.
- Satisfactory completion of safety screening including a National Police check, International Police check (if required), a current Victorian Working with Children Check (Employee), current Victorian Drivers Licence, and the right to work in Australia.

### Desirable:

- Experience in using and administering an LMS or Human Resources Information System (HRIS).
- Knowledge of Articulate or other authoring tools/software.

## ORGANISATIONAL REQUIREMENTS AND COMMITMENTS

### Workplace Health & Safety:

MCM's strategy is to create a working environment in which we have zero tolerance for compromised worker safety. As an employer we endeavour to provide a working environment that is safe for all employees and clients and adheres to Occupational Health & Safety regulations as an employer.

As an employee, you also have Occupational Health & Safety responsibilities as follows:

- To comply with all MCM policies related to Occupational Health and Safety in the workplace.
- Take reasonable care of your own health and safety in addition to the health and safety of your colleagues and clients who may be affected by your acts or omissions in the workplace.

### Client Wellbeing and Safety:

We are committed to the safety and wellbeing of children, young people, people with a disability and other vulnerable people. We have a zero tolerance of abuse and neglect of all vulnerable people and are committed to actively contributing to a safe organisation in which children, young people, people with a disability and vulnerable people are protected from violence, abuse and neglect. All employees are required to comply with the Child Safe Standards.

### Operational Accountability:

MCM is committed to operating efficiently, ethically and remaining operationally and financially sustainable.

As an employee you are expected to operate within the requirements of our accreditation, registrations, delegations and work responsibilities as detailed in our various policies and procedures, Code of Conduct and regulatory guidelines.

## COMPLIANCE

As an employee, you are expected to comply with the following:

- Comply with and actively support all position, division and organisational policies and procedures.
- All employees are subject to MCM's Employment Safety Screening Procedure.

## LEADERSHIP CAPABILITY FRAMEWORK

In addition to the key selection criteria, applicants should be able to demonstrate the following attributes:

KEY AREA	BEHAVIOURAL CAPABILITIES
<b>PARTNERSHIPS</b>	<p><b>Customer Focused</b> We do our best work when we understand people, and enable them to direct their own lives. We partner with others to provide access to what they need locally.</p>
<b>PARTNERSHIPS</b>	<p><b>Collaboration &amp; Cooperation</b> Seeks to find the right solution for all. Stays connected, and works together with colleagues and customers to achieve great things.</p>
<b>REPUTATION</b>	<p><b>Provable Results</b> Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for customers and colleagues.</p>
<b>REPUTATION</b>	<p><b>Doing Our Best</b> Follows a 'right first time' approach. Sets and expects high standards as a mark of MCM's reputation.</p>
<b>PEOPLE</b>	<p><b>Resilience &amp; Bounce Back</b> Deals effectively with unexpected challenges and adversity. Quickly recovers to take a positive stance to set backs and disappointments.</p>
<b>PEOPLE</b>	<p><b>Builds Capability &amp; Realises Potential</b> Plays an active role in their own and others' development. Encourages and inspires others to realise ambitions and potential.</p>
<b>PEOPLE</b>	<p><b>Challenge &amp; Change</b> Forward thinking. Challenges the status quo and looks for innovative solutions to how MCM can make a positive difference.</p>

## OUR VALUES

Employees are expected to commit to and demonstrate MCM's values:

We are inclusive and accepting of difference.

**Together** We work in highly effective teams and our people are connected across our organisation.

We engage proactively with others to deliver outcomes.

<b>Courageous</b>	<p>We speak up constructively in line with our convictions.</p> <p>We pursue our goals with determination.</p> <p>We are passionate about our advocacy role.</p>
<b>Curious</b>	<p>We are inquisitive and ask why.</p> <p>We challenge the status quo.</p> <p>We actively explore the alternatives.</p>
<b>Open</b>	<p>We are transparent and have genuine, honest interactions.</p> <p>We listen and hear people's voices.</p> <p>We value and respect the autonomy of clients.</p> <p>We trust one another.</p>
<b>Accountable</b>	<p>We act safely in all our interactions.</p> <p>We manage within our financial and resource boundaries.</p> <p>We own our outcomes and decisions.</p> <p>We are proud of the work that we do.</p>