

POSITION: Learning & Content Coordinator
REPORTS TO: Head of Learning & Professional Development
DATE CREATED: 1 May 2023

ORGANISATIONAL ENVIRONMENT

MCM (Melbourne City Mission) is a leading community services organisation that innovatively works alongside thousands of Victorians and their communities to overcome barriers experienced through Homelessness, Early Years, Disability, Palliative care, Early Childhood Intervention Services and Education.

With deep experience working with communities experiencing disadvantage, MCM advocates for systemic change, working across all sectors to sustainably disrupt such disadvantage.

Since 1854, MCM has been striving for those experiencing disadvantage to live their life, their way.

JOB CONTEXT

The role is part of the broader People, Quality & Safety team encompassing Learning & Professional Development, HR Operations & Partnering, Payroll, Quality & Risk, Workforce Inclusion & Engagement, Internal Communications, Workplace Health & Safety, Volunteering: Community Visitors Scheme.

Learning & Professional Development is accountable for the delivery of the learning & professional development strategy which includes providing consistent learning design and implementation and enabling learning pathways and capability building programs across the organisation. The Learning & Content Coordinator is responsible for partnering with business leads to coordinate and deliver programs and apply expertise in learning content curation and learning design, to enhance the learning engagement with alignment to the organisational strategy and purpose.

JOB PURPOSE

The role of Learning & Content Coordinator is an essential contributor to our learning and professional development strategy. The role takes the lead in coordinating programs and designing learning resources, with a focus on event management, digital content, eLearning and optimising the LMS. Applying a creative and curiosity driven approach, the role will explore the most effective ways to deliver programs that enhance the engagement and effectiveness. With expertise in learning design and implementation, the role will refresh, develop, and implement new offerings that meet the needs of our people.

JOB OBJECTIVES

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

Learning program delivery

- Work proactively with stakeholders to analyse event tasks and what's required for delivery
- Develop and maintain learning calendar milestones and proactively mitigate risks to delivery
- Implement informative and useful internal comms to support learning programs and projects
- Drive program participation, registrations and engagement aligned to the learning calendar
- Engage with facilitators to ensure programs are organised and the sessions are effective
- Facilitate session openings, introductions, technology, and support activity delivery

Continuous improvement and digital learning

- Act as the key administrator, content, and system expert for the LMS
- Proactively suggest and implement solutions to improve LMS platform and learning effectiveness
- Partner with business leads to ensure relevant content pathways are current and useful
- Develop and implement feedback processes and play an active role in improvements
- Investigate, test, and recommend tech and features to enhance the learning experience
- Review and analyse course reporting and partner to improve participation
- Maintain a current working knowledge of industry trends and apply to improvement processes

Learning design and content development

- Develop and implement project plans and milestones for course and content development
- Proactively develop and manage SME relationships to develop and curate content
- Apply learning design theory to produce content using multimedia, course authoring and learning tools
- Generate written content both from scratch and existing resources aligned to style guides
- Partner with SMEs to curate learning content for learning pathways
- Develop storyboards, prototypes, and outlines for learning content development
- Produce assessment tools including quizzes and competency checks
- Engage with business leads and provide advice on the selection and design of training

L&D support and administration

- Maintain the LMS accounts, course targeting, content and feature updates and upgrades of the LMS
- Respond to and resolve questions and queries from the learning inbox or related
- Maintain data integrity, change logs and compliance with training records
- Action relevant L&D tasks within MyHR
- Work with internal SMEs to improve the efficiency of administration processes
- Produce department reporting and track budgets
- Perform other duties and responsibilities, as directed by the Head of Learning & Professional Development or delegate.

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:

Internal Relationships	• Members of the People, Quality and Safety Team
	• ICT / Applications Team
	• MCM Leadership Group
	• All employees, volunteers, and contractors within MCM
External Relationships	• LMS Vendor
	• External learning and content providers
	• Content development software providers

KEY SELECTION CRITERIA

Essential:

- Comfort leading self and navigating ambiguity to solve problems deliver continuous improvement
- Demonstrated learning agility to drive own development with a curiosity for contemporary learning practices, technology, and multimedia
- Sound knowledge of adult learning and learning design methodologies and frameworks
- Interpersonal savvy to engage with stakeholders and develop learner centred solutions
- Experience developing learning content, presentations, comms, eLearning, and training resources including content writing and preparing layouts and visual design
- Experience hosting training sessions and working with facilitators
- Experience coordinating programs, preparing comms plans, and developing ways of working to organise and deliver learning programs and initiatives.
- Experience as a key administrator for a Learning Management System or similar
- Strong verbal and written communication skills.
- Computer literacy, including proficiency in Microsoft 365, training video filming/editing and image editing software (e.g., Canva, MS Clipchamp, Snagit, Adobe) to produce learning content.
- Relevant education and qualifications in learning design, communications, or multimedia (or related)
- 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.
- Ability to travel to training room locations including but not limited to Sunshine, Fitzroy, and Thornbury from time to time to prepare training rooms, welcome facilitators, and host sessions.

Desirable:

- Experience working for distributed or multisite organisation
- Experience facilitating workshops or training sessions

ORGANISATIONAL REQUIREMENTS AND COMMITMENTS

Child Safety & Safety of Vulnerable People

MCM is a Child Safe Organisation. 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.

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 people who use our services 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 people who use our services who may be affected by your acts or omissions in the workplace.

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
PARTNERSHIPS	People at the Centre We do our best work when we understand the people we serve and enable them to direct their own lives, demonstrating unconditional positive regard. We partner with others to provide access to what they need locally.
PARTNERSHIPS	Collaboration & Cooperation Seeks to find the right solution for all. Stays connected and works together with colleagues and the people who use our services to achieve great things.
REPUTATION	Provable Results Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for the people who use our services and our colleagues.
REPUTATION	Doing the Right Thing Manages resources wisely to deliver sustainable value for service users and those who contract those services. Looks to reduce waste and duplication of effort.
PEOPLE	Resilience & Bounce Back Deals effectively with unexpected challenges and adversity. Quickly recovers to take a positive stance to setbacks and disappointments.
PEOPLE	Builds Capability & Realises Potential Plays an active role in their own and others' development. Encourages and inspires others to realise ambitions and potential.

PEOPLE	Challenge & Change Forward thinking. Challenges the status quo and looks for innovative solutions to how MCM can make a positive difference.
PEOPLE	Safety First Always puts safety first. Creates a safe, healthy, and caring workplace that is expressed in all operational activities and interactions with others.

OUR VALUES

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

Together	We are inclusive and accepting of difference. We work in highly effective teams and our people are connected across our organisation. We engage proactively with others to deliver outcomes.
Courageous	We speak up constructively in line with our convictions. We pursue our goals with determination. We are passionate about our advocacy role.
Curious	We are inquisitive and ask why. We challenge the status quo. We actively explore the alternatives.
Open	We are transparent and have genuine, honest interactions. We listen and hear people's voices. We value and respect the autonomy of clients. We trust one another.
Accountable	We act safely in all our interactions. We manage within our financial and resource boundaries. We own our outcomes and decisions. We are proud of the work that we do.