# Position Details

## Administrative Services- CSOF4

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| The following information is for applicants | |
| Advertised Job Title | Learning Designer |
| Job Reference | 100954 |
| Tenure | Indefinite, Full-time  We will explore options for part-time, job-share and flexible work arrangements based on needs of the role and individual circumstances. |
| Salary Range | AU$96 811 to AU$109 527 pa (pro-rata for part-time) + up to 15.4% superannuation |
| Location(s) | Melbourne, Sydney, Canberra, Brisbane, Hobart or Adelaide. Other locations by negotiation  Hybrid/flexible working options available |
| Relocation Assistance | Will be provided to the successful candidate if required |
| Applications are open to | * Internal CSIRO Employees * Australian/New Zealand Citizens and Australian Permanent Residents Only |
| Position reports to the | Learning Academy Manager |
| Client Focus – Internal | 70% |
| Client Focus – External | 30% |
| Number of Direct Reports | 0 |
| Enquire about this job | Contact Kyla Campbell via email at [kyla.campbell@csiro.au](mailto:kyla.campbell@csiro.au) |
| Support and workplace adjustments | We offer a range of reasonable supports and workplace adjustments. Please let Wade Barker know via email (wade.barker@csiro.au ) if we can help you to equitably participate in our recruitment process or the role itself. |
| How to apply | Apply online at <https://jobs.csiro.au/>  Internal applicants please apply via **Jobs Central**  If you experience difficulties when applying, please email [careers.online@csiro.au](mailto:careers.online@csiro.au) or call 1300 984 220. |

**Acknowledgement of Country**

CSIRO acknowledges the Traditional Owners of the land, sea and waters, of the areas that we live and work on across Australia. We acknowledge their continuing connection to their culture and pay our respects to their Elders past and present. View our [vision towards reconciliation](https://www.csiro.au/en/about/Indigenous-engagement/Reconciliation-Action-Plan).

**About CSIRO**

As Australia's national science agency, CSIRO is solving the greatest challenges through innovative science and technology. Many of our iconic innovations were once considered impossible until someone, just like you, joined us and took on the challenge.

As one of the world’s largest multidisciplinary mission-driven research organisations, we are focused on the issues that matter the most: for our quality of life, for the economy and for our environment. We believe diverse teams are more effective and deliver more innovative outcomes. When we all focus on the big things that really matter, and work in partnership with our communities and [Indigenous Australia](https://www.csiro.au/research/indigenous-science), Australian science and technology can solve seemingly impossible problems and create new value for all Australians. Visit [CSIRO.au](https://www.csiro.au/) for more information.

### Role Overview

## The role of the Administrative staff in CSIRO is to provide administrative and management services to support the effective provision of research and development activities. This involves the development and implementation and/or administration of policies, systems and procedures that assist the Organisation and the Business Unit to achieve their objectives and meet Government and regulatory responsibilities.

### The Learning Designer role will be a key part of CSIRO's Learning Academy team, reporting to the Learning Academy Manager, the role is responsible for the design and implementation of innovative learning solutions across compliance, digital, facilitated, and multi-mode offerings. This role directly supports the development of critical capabilities within CSIRO, working within an agile, diverse, and high-performing team dedicated to meeting the organisation's learning needs.

### Through delivering engaging, impactful, and strategically aligned learning solutions, this position significantly contributes to enhancing workforce capability across CSIRO. Working closely with stakeholders across the organisation, the Learning Designer helps ensure learning solutions align with strategic objectives and emerging capability requirements. Providing advice and direction, the role champions a modern, digitally-enabled approach to learning that enriches the learner experience and drives tangible outcomes for CSIRO.

### Duties and Key Result Areas

* Contribute to the design, development and implementation of innovative, high quality and engaging learning solutions that enables the development of future critical capabilities aligned to the CSIRO Workforce Strategy.
* Work collaboratively as part of a high-performing learning solutions team to deliver outcomes to CSIRO through the delivery of a consistent, modern and digitally enabled learning approach to build an engaging People Experience.
* Design, develop, and deliver engaging facilitated workshops, specialising in action mapping, Learning Needs Analyses (LNAs), instructional design, and capability building, ensuring impactful learning experiences.
* Support the development and delivery of robust data and evaluation methodology to measure learning solution impact against the CSIRO Workforce Strategy.
* Actively partner with external vendors ensuring that outcomes are delivered in line with agreed budgets and timelines.
* Work with key partners within the business and builds partnerships, seeking input, sharing ideas and providing strategic input to addressing critical learning needs.
* Liaise with clients using discipline expertise to anticipate their needs and develop and review policies, procedures, systems and make recommendations to guide management decisions.
* Proactively respond to client feedback and satisfaction, taking responsibility to make corrections or propose solutions within a timely manner.
* Establish networks with other professionals in their field to ensure that the service provided continues to add value.
* 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 to carry out tasks in support of CSIRO’s scientific objectives.
* Adhere to the spirit and practice of CSIRO’s Values, Code of Conduct, Health, Safety and Environment procedures and policy, Diversity initiatives and Making Safety Personal goals.
* Other duties as directed.

## **Required Competencies**

* **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.
* **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.
* **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.
* **Judgement and Problem Solving:** Investigates underlying issues of complex and ill-defined problems and develops appropriate response by adapting/creating and testing alternative solutions.
* **Independence:** Recognises and makes immediate changes to improve performance (faster, better, lower cost, more efficiently, better quality, improved client satisfaction).
* **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.

## **Selection Criteria**

#### Essential

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

1. Relevant experience in learning or instructional design roles, including intermediate to advanced skill in key authoring tools such as Articulate Storyline, Rise, Adobe Captivate / CC suite, or Chameleon Creator.
2. Instructional design experience with a demonstrated ability to create original, high-impact learning solutions that are innovative, visually engaging, and grounded in adult learning principles. Proven capability in designing experiences that challenge conventional approaches – not just templated or compliance-driven content – using creative storytelling, interactivity, and user-centred design.
3. A proven ability to design, facilitate, and deliver effective and cost-efficient learning programs, monitor their effectiveness, and track ROI.
4. Demonstrated ability to proactively engage with stakeholders to identify learning needs and solutions, including the facilitation of discovery sessions, workshops, and learning activities to inform and shape design outcomes.
5. Strong project coordination capabilities, including the ability to plan, track, and deliver concurrent learning projects in complex environments.
6. Demonstrated experience in partnering with external vendors and subject matter experts to co-design and deliver learning experiences. Ability to manage vendor relationships, develop clear briefs, monitor deliverables, and ensure outputs meet quality and contractual requirements.
7. Demonstrated experience administering and developing learning solutions within enterprise Learning Management Systems (LMS), particularly SAP SuccessFactors, including course deployment, user management, reporting, and integration with other platforms.
8. A demonstrated and sustained track record as a learning design professional who champions the strategic use of learning technologies to enhance user experience and learning outcomes – including the design, facilitation, implementation, and continuous improvement of digital learning ecosystems, including accessible learning experiences.
9. Demonstrated experience applying iterative design methodologies, such as the Successive Approximation Model (SAM), to develop high-quality learning solutions – including rapid prototyping, stakeholder co-creation, and continuous feedback integration – using tools such as Jira, Confluence, and Figma to manage agile workflows and collaborative development.
10. Demonstrated intermediate to advanced proficiency in multimedia and graphic design, with a focus on developing original assets for eLearning – including infographics, complex interactions, video content, and learning guides – that align with organisational style guidelines and apply strong visual and instructional design principles.
11. Experience using compelling copywriting and marketing techniques to boost the uptake and adoption of learning
12. Intermediate to advanced digital literacy, including the effective use of generative AI to amplify and streamline design workflows.
13. Proven ability to design and build accessible learning experiences, with demonstrated application of accessibility principles and integration of WCAG 2.1 AA requirements throughout the development process.

**Setting you up for success**

We understand that not everyone works in the same way and sometimes people may require reasonable support and adjustments to perform at their best. Whether related to the recruitment process and or the role itself, this may include options such as providing different methods of communication, flexible hours or physical adjustments to work methods. If you feel comfortable, we encourage you to share any support and adjustments you may need to carry out the inherent requirements of the role. Please let Wade Barker know via email [wade.barker@csiro.au](mailto:wade.barker@csiro.au) if we can help you to equitably participate in our recruitment process or the role itself.

**Life at CSIRO and flexible working arrangements**

We [work flexibly at CSIRO](https://www.csiro.au/en/careers/life-at-csiro/Flexible-work), offering a range of options for how, when and where you work.  We can discuss flexible work arrangements with you during the recruitment process. CSIRO also offers a range of leave entitlements, [benefits](https://www.csiro.au/en/careers/life-at-csiro/Benefits) and [career development](https://www.csiro.au/en/careers/life-at-csiro/Career-development) opportunities. To learn more, visit [Careers at CSIRO](https://www.csiro.au/en/careers).

We celebrate the uniqueness of our workforce and are committed to creating [diverse and inclusive teams](https://www.csiro.au/en/careers/life-at-csiro/Diversity-inclusion-belonging) where everyone feels they belong. CSIRO is an equal employment opportunity organisation dedicated to recruiting people based on merit, and reflecting the diversity of the community we serve. We recognise true diversity encompasses all ages, nationalities, abilities, cultures, genders, sexualities, faiths, levels of education, diversity of thought and many more aspects of identity. By empowering diverse teams, our community is reflected in the solutions we create.

**CSIRO values**

CSIRO is a values-based organisation committed to values-based leadership.

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| **Value** | **Descriptor** | **Behaviour** |
| **People first** | Our priority is the safety and wellbeing of our people. We believe in, and respect, the power of diverse perspectives. We seek out and learn from our differences. | * Respectful * Caring * Inclusive |
| **Further together** | We achieve more together than we ever could alone. We listen and collaborate, in teams, across disciplines, across boundaries. We embrace ambiguity and use discussion and persistence to generate unique solutions to complex problems. | * Accountable * Authentic * Courageous |
| **Making it real** | We do science with real impact. We thrive when taking on the big challenges facing the world. We take educated risks and defy convention. We celebrate successes and failures and leverage them to learn as we strive to be the force for positive change. | * Partnering * Cooperative * Humble |
| **Trusted** | We’re driven by purpose but remain objective. We fight misinformation with facts. We earn trust everywhere through everything we do. We trust each other and we hold each other accountable. Together our actions drive Australia’s trust in CSIRO. | * Curious * Adaptive * Entrepreneurial |

**Child safety**

CSIRO is committed to the safety and wellbeing of all children and young people involved in our activities and programs. View our [Child Safe Policy](https://www.csiro.au/en/about/policies/child-safe-policy).

Special Requirements

Appointment to this role may be subject to conditions including provision of a national police check as well as other security/medical/character clearance requirements.

* The successful candidate will be asked to obtain and provide evidence of a National Police Check or equivalent. Please note that people with criminal records are not automatically deemed ineligible. Each application will be considered on its merits.