# Position Details

## Administrative Services- CSOF5

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| The following information is for applicants | |
| Advertised Job Title | Learning Strategy and Experience Lead |
| Job Reference | 70882 |
| Tenure | Indefinite |
| Salary Range | AU$98 735 to AU$106 848 pa (pro-rata for part-time) + up to 15.4% superannuation |
| Location(s) | Melbourne, Sydney, Canberra, Brisbane, Hobart or Adelaide. Other locations by negotiation |
| Relocation Assistance | Will be provided to the successful candidate if required |
| Applications are open to | * Australian/New Zealand Citizens and Australian Permanent Residents Only |
| Position reports to the | Executive Manager – CSIRO Learning Academy |
| Client Focus – Internal | 85% |
| Client Focus – External | 15% |
| Number of Direct Reports | 1 |
| Enquire about this job | Contact Rod Harper via email at Rod.Harper@csiro.au or phone +61 3 9518 5996 |
| 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. |

### Role Overview

## The role of 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 Strategy and Experience Lead role will be part of the Learning Academy team in CSIRO’s Workforce Strategy and Analytics group. The position will support the alignment of the Learning Academy and transformation of learner experience. This role will help to build an innovative, agile, diverse and high-performing team who are addressing CSIRO’s learning needs in line with the Workforce Strategy.

### The position will enable the technology management and uplift required to deliver effective and appealing learning solutions to enable workforce upskilling aligned to identified strategic capabilities. Playing a vital connection role, the role will ensure the ongoing alignment of the CSIRO learning offering including facilitation of key stakeholder groups and networks and will work across the organisation to facilitate positive learning experiences. The position will also work with external vendors to ensure that agreed budgets and timelines are met to deliver agreed outcomes.

### Duties and Key Result Areas

* Coordinate the design, development and implementation of learning technology platforms that enable delivery of learning solutions in line with the Workforce Strategy
* Form partnerships across CSIRO and People, including Workforce Strategy and Talent, to deliver outcomes to the Organisation through the delivery of a consistent learning approach building awesome People Experiences
* Coordinate the development and delivery of robust data & evaluation methodology to ensure the execution and impact against the CSIRO Workforce Strategy
* Actively partner with external vendors ensuring that outcomes are delivered in line with agreed budgets and timelines.
* Ensure the ongoing alignment of the CSIRO learning offering including facilitation of key stakeholder groups and networks.
* Work across the business and builds partnerships, seeking input, sharing ideas and providing strategic input to addressing critical learning needs.
* Provide leadership and supervision to a small team, project group or function, and have responsibility for the performance management and career development of the team.
* Influence the decision of managers by recognising the need for change and initiating innovative solutions/proposals.
* Liaise with clients to determine their needs and tailor solutions to potentially conflicting requirements.
* Take personal responsibility for client satisfaction, and correct problems promptly and in a constructive manner.
* Maintain confidentiality when dealing with commercially sensitive or personal information.
* 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:** 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.
* **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:** 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.
* **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 qualifications and/or experience in Learning or Instructional Design coupled with demonstrated achievement in advisory and managerial roles.
2. Demonstrated experience in coordinating the development and governance of learning strategy.
3. Significant experience in developing and supporting technology change programs – specifically in relation to learning management systems and experience platforms.
4. Deep experience in overseeing learning management systems and delivering learning analytics and reporting.
5. A strong history of developing at-scale engagement activities to maximise participation and adoption of learning solutions and products.
6. A significant record as an innovator and proponent of technology to transform people experiences for the better.

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.

## **About CSIRO**

We solve the greatest challenges through innovative science and technology. To find out more visit us [online](http://www.csiro.au/)!

CSIRO is a values-based organisation.  In your application and at interview you will need to demonstrate behaviours aligned to our values of:

* 1. People First
  2. Further Together
  3. Making it Real
  4. Trusted