

POSITION: Learning & Content Coordinator
REPORTS TO: Head of Learning & Professional Development
DATE CREATED: June 2024

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, Payroll, Quality & Risk, Workforce Inclusion, Internal Communications, Workplace Health & Safety, Volunteering: Community Visitors Scheme.

The Learning & Professional Development Team is accountable for the delivery of the function's strategy. As a diverse organisation, each of our programs typically take accountability for local learning needs, with the central L&D function complementing these efforts by delivering organisational wide learning programs, including our LMS (Go1), mandatory training and learning initiatives based on the strategy.

Given the nature of the organisation, some of the learning content and themes we are exposed to are of a sensitive nature including but not limited to mental health, distress, addiction, family violence, abuse, trauma, and grief. We recognise these topics can elicit strong emotions and ask that candidates consider their suitability to regularly work with this content.

JOB PURPOSE

The Learning & Content Coordinator is a hands-on role, which is solely responsible for the operational administration, program coordination and LMS administration of the L&PD function. The role can expect to take ownership of:

- **L&D Operational Administration:** As the first point of contact, you will promptly respond to inquiries, develop reports, and maintain organised and efficient systems and processes.
- **Learning Program Coordination:** Applying attention to detail and excellent organisational skills you will coordinate the delivery our annual learning calendar and supporting activities. This includes scoping requirements, scheduling, working to timelines, managing invites, developing materials, communications, hosting, evaluations, and collaborating with facilitators to refine content.
- **Mandatory Learning Program:** You will ensure each department's specific mandatory learning requirements are clearly defined and centrally managed. Additionally, you will configure the LMS with appropriate content and prompts to facilitate completion of these learning activities and work with SMEs to create or create short modules to address quality, safety, comp, or risk gaps.
- **LMS Key Administrator:** As the designated super user for our LMS (Go1), you will collaborate closely with our relationship manager and stakeholders to maximise system utilisation. Your responsibilities will include ensuring user proficiency, assigning, and curating content for diverse audiences, reporting, addressing technical issues and LMS configuration and testing.

JOB OBJECTIVES

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

Operational Administration

- Resolve queries from the learning inbox and deliver high-level customer service.
- Action learning team tasks in MyHR (HRIS).
- Prepare routine and bespoke training reports and department reports.
- Implement feedback surveys and review results to improve programs.
- Process invoices, expenses, and department subscriptions.
- Update and maintain L&D SharePoint pages.
- Schedule and coordinate meetings, agendas, minutes and follow up on actions.
- Deliver on operational requirements implementing systems and routines for consistency.

Learning Program Coordination

- Deliver the end-to-end learning calendar including but not limited to scoping requirements, developing communications, scheduling, sending invites, managing declines, tracking registrations, set up and pack down, tech support, catering, hosting on the day, preparing materials, post course communications, feedback surveys and liaising with facilitators.
- Proactively manage milestones and mitigate risks to delivery and session capacity.
- Write professional communications to promote learning, via the LMS, internal comms etc.
- Liaise with facilitators and trainers to organise slides and materials.
- Deliver session openings, introductions, and support with activity delivery online and in person.
- Develop content and resources aligned to style guides including, course set up, short videos, eLearning modules, case studies, scenarios, PowerPoint presentations, workbooks etc.
- Write and review content from others, taking care to edit, proof and reference.
- Critically evaluate and curate content for learning pathways and playlists.

Mandatory Learning Program

- Monitor and improve the mandatory learning program.
- Coordinate the Mandatory Training Matrix including course assignment and course changes.
- Critically evaluate and curate course content, alignment, deployment, and suitability.
- Produce mandatory learning and content aligned to style guides.
- Monitor off the shelf content from the LMS library remains relevant and available.
- Develop reporting and completion visibility processes.
- Produce assessment tools including quizzes and competency checks.

Learning Management System (LMS) Key Administrator

- Be the key administrator and system expert for the LMS, developing deep system knowledge.
- Complete all system administration tasks accurately and in a timely way.
- Investigate, test, and recommend features to enhance the learning experience.
- Maintain the relationship with the LMS vendor and coordinate the workplan.
- Maintain data integrity including account management, records management, and system access.
- Monitor and troubleshoot the technical integration of HR systems into the LMS – account creation, updates and leavers are all managed via an automated data feed.
- Coordinate the content library and deployment to users.
- Educate and train users on how to use the portal for mandatory and professional learning.
- Support the adoption of the system by different parts of the organisation.
- Mark assessments and verify external certificates within the LMS.

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 | <ul style="list-style-type: none">• Members of the People, Quality and Safety Team• ICT / Applications Team• MCM Leadership Group• All employees, volunteers, and contractors within MCM |
| External Relationships | <ul style="list-style-type: none">• LMS Vendor• External learning and content providers |

KEY SKILLS, EXPERIENCE AND CAPABILITIES

Essential

- Proven experience in a L&D administration/coordination role with experience coordinating events, responding to email and call-based queries, and administering an LMS.
- Exceptional attention to detail, highly organised and able to prioritise and forward plan.
- Tech savvy with the ability to pick up new systems and software quickly.
- Effective communication and stakeholder skills.
- Excellent writing skills and experience preparing documents, presentations, and reports.
- Proficiency in Microsoft Suite including Word, PowerPoint, and Excel.
- Experience producing and analysing training reports using Excel formulas.
- Ability to work regularly from and travel to South Melbourne, Fitzroy and Thornbury, Hester Hornbrook Academy locations and a willingness to visit other sites as needed.
- Bachelor qualification in human resources, communications, arts, humanities or related.
- This role requires the 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 License, and the right to work in Australia.

Desirable

- Exposure to eLearning authoring tools such as Articulate Rise, basic video editing and Canva.
- Experience in health or the social services sector would be highly valued.
- Evidence of professional development in the L&D field (this could include videos, online courses, following thought leaders, free events, or professional memberships)
- Experience coordinating improvement initiatives and working with leaders as stakeholders.
- Experience hosting sessions online and in person and delivering presentations to small groups.
- Eye for layouts and visual design.

LEADERSHIP CAPABILITY FRAMEWORK

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

KEY AREA	BEHAVIOURAL CAPABILITIES
PARTNERSHIPS	<p>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.</p>
PARTNERSHIPS	<p>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.</p>
REPUTATION	<p>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.</p>
REPUTATION	<p>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.</p>
PEOPLE	<p>Resilience & Bounce Back Deals effectively with unexpected challenges and adversity. Quickly recovers to take a positive stance to setbacks and disappointments.</p>
PEOPLE	<p>Builds Capability & Realises Potential Plays an active role in their own and others' development. Encourages and inspires others to realise ambitions and potential.</p>
PEOPLE	<p>Challenge & Change Forward thinking. Challenges the status quo and looks for innovative solutions to how MCM can make a positive difference.</p>
PEOPLE	<p>Safety First Always puts safety first. Creates a safe, healthy, and caring workplace that is expressed in all operational activities and interactions with others.</p>

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.

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.