

POSITION: Learning Experience Lead – IT Systems
REPORTS TO: Head of Learning & Capability
DATE CREATED: April 2025

ORGANISATIONAL ENVIRONMENT

MCM Group 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.

MCM Group currently consists of four brands including Hester Hornbrook Academy, MCM Services, MCM Housing and Quantum Support Services. All supported by a Group Shared Services function which includes People, Quality and Safety (PQS), Corporate Services & Innovation, Philanthropy, Partnerships & Brand and Advocacy & Government Relations.

JOB CONTEXT

This role sits within the Learning & Development (L&D) function, part of the broader PQS department. It is responsible for leading the design and implementation of learning experiences related to IT systems and operations.

Initially, the focus will be on supporting the **Collab Program**—an IT systems implementation and improvement initiative. This program involves rolling out multiple new systems to over 200 users and delivering upgrades for more than 500 existing users. The systems include HRIS, Client Management, Finance & Operations, Incident & Risk Management, Time and Attendance, and the Learning Management System (LMS).

Day-to-day, the role will work closely with the project team, including Business Leads for each system, the Change Manager, Program Manager, and the technology team.

A key goal throughout the program is to think beyond launch training and ensure the learning offer is embedded into ongoing, business-as-usual practices. The Learning Experience Lead will also be responsible for designing this sustained and scalable learning solution.

JOB PURPOSE

The primary focus of this role is to deliver the learning plan for the Collab Project and support the organisation to embed these learning programs into ongoing business-as-usual practices. Your work will play a critical role in driving the successful adoption of new IT systems and building long-term capability across the workforce.

This is a true end-to-end learning role—ideal for someone who enjoys creating simple, effective, and sustainable learning solutions that are tailored to real-world needs. You'll work closely with Business Leads and the Collab Project team to recommend practical approaches to training and learning support, and you'll partner with them through delivery.

You'll take ownership of ensuring all learning content is designed, developed, and delivered to a high standard, supporting both initial implementation and long-term use of the systems.

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

Systems Training Enablement

- Work in alignment with the *Systems Training Framework*
- Be the learning lead for systems implementations, upgrades and change projects
- Partner with stakeholders to develop training plans
- Build and maintain the approach for the storage and updating of Job Aids and reference material
- Track training progress and produce reporting, implementing actions to improve
- Support the training and communication of policies, procedures and ways of working documents
- Provide feedback and recommendations to IT on systems solutions
- Develop working knowledge of the systems and how they relate to practice – developing expertise in the systems of priority
- Contribute to proposals to support business and training delivery, particularly for projects
- Play an active role in understanding the end user experience for systems upgrades and remediation, including participation in UAT and contributing to release notes as needed

Learning experience

- Apply the ADDIE model (or similar) in the delivery of training projects, including defining the scope, project planning, mitigating risks, tracking budgets, estimating resourcing and engaging stakeholders
- Analyse the need using an appropriate method and offer advice when a solution might not be training, but where the gap could be solved another way
- Design the appropriate training solution and develop the learning plan, considering the context, goals and frameworks, and consult with stakeholders for endorsement
- Apply instructional design skills to develop training tools, job-aids, resources, eLearning, live sessions, train-the-trainer packs, competency checks, assessments, knowledge checks, SharePoint pages, presentations etc to support delivery
- Implement programs working end to end on the coordination and deployment mechanisms including facilitation, workplace training, event management, comms, promotion, reporting, participation, LMS set up, embedding support
- Evaluate training programs through applying one or more of feedback surveys, assessing behaviour change, communicating the outcomes and iterating
- Coordinate the training end to end including scheduling, booking rooms, managing the budget, sending the appointments, hosting the training on the day, participation records and coordination activities.

L&D Activities and Support

- 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
- Produce department reporting and track budgets
- Contribute to continuous improvement and engage in your own learning
- Contribute to broader training projects and programs as directed or assigned
- Perform other duties and responsibilities, as directed by the HOD 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:

- Demonstrated experience in designing, developing, and delivering learning solutions for IT systems
- Demonstrated experience designing and delivering systems training and learning programs
- Tech savvy and an independent learner
- Strong instructional design skills across multiple formats
- Proven ability to embed learning into business-as-usual practices
- Proven ability to develop and manage training plans and supporting materials
- Stakeholder engagement and communication skills across project and business teams
- Excellent communication and facilitation skills
- Excellent coordination, project, and administration skills
- Ability to provide strategic learning recommendations in a project or change context
- Ability to work from MCM sites including South Melbourne, Thornbury, Fitzroy and occasional travel to Gippsland locations to consult with stakeholders or deploy live learning solutions – drivers license required.

Desirable:

- Experience facilitating workshops or training sessions
- Experience working with D365 products
- Experience working in technological change and IT projects
- Experience in working in health, human services or social services
- 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
- Relevant education and qualifications in learning design, communications, or multimedia (or related)
- Experience working for distributed or multisite organisation

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.