

Role Description

Lead Learning Design & Curation

Cluster	Education
Agency	Department of Education
Division/Branch/Unit	School Partnering & Learning / Content Design & Partnerships
Location	Parramatta
Classification/Grade/Band	Clerk 9/10
Role Number	220711
ANZSCO Code	531111
PCAT Code	226892
Date of Approval	January 2020
Agency Website	https://www.education.gov.au

Agency overview

The NSW Department of Education is the largest provider of public education in Australia with responsibility for delivering high-quality public education to two-thirds of the NSW student population. The Department also ensures young children get the best start in life by supporting and regulating the early childhood education and care sector.

The NSW Department of Education is dedicated to becoming Australia's best education system and one of the finest in the world. All work at the Department is strongly aligned to the strategic goals and values of the organisation. Explore the [NSW Department of Education Strategic Plan](#).

EDConnect is a large and complex customer-centred shared services organisation that exists to support schools and corporate areas in the NSW Department of Education by delivering transactional and support services in the areas of Finance, Business Services and HR; and providing first level advisory support to customers via the Contact Centre in relation to Finance, Business Services, HR, IT and Procurement enquiries.

EDConnect is underpinned by the 'EDConnect Way' culture – we keep the customer at the centre of everything we do; we collaborate and support each other to succeed; we take ownership of our work to ensure a quality outcome is delivered; we communicate transparently and listen actively; and we are accountable to each other to develop and grow.

Primary purpose of the role

The Lead Learning Design & Curation is responsible for managing the learning design team to design and develop quality blended-learning content and learning programs ensuring the application of best practice and innovative content design approaches to enable effective school management and administration and operational excellence.

Key accountabilities

- Manage a team of learning design staff including work allocation, capability development and performance management to design and develop quality blended-learning content and learning programs aligned to current and future customer needs to enable effective school management and administration and operational excellence.
- Manage the content design program including designing and developing evidence-based, innovative and best practice blended learning content for schools ensuring a learner-centred approach across a range of learning platforms, technologies, tools and modes.
- Establish, develop and evaluate approaches to content design and development including partnering with schools in the delivery of co-design initiatives for program content ensuring the application of human-centred design approaches, managing user testing sessions and collaborating with external providers to test content design and conduct research into best practice.
- Establish and implement instructional design principles, standards and guidelines into all content design initiatives, in consultation with the self-service and communications team, incorporating best practice approaches to instructional and user experience design to improve learner accessibility with learning programs.
- Develop guided training pathways for different customer groups to improve awareness of training options, establish a recommended ordering to training and supports and provide leaders with a resource to guide training planning and capability development.
- Design tailored and innovative approaches to learning based on the unique circumstances and needs of schools given the diverse operating context and geographical spread to ensure alignment with school needs, operating parameters and capability.
- Provide high level advice on content design to a range of internal and external stakeholders including advice on instructional design principles and best practice to identify issues, support continuous improvement activities and inform program design.
- Develop relationships with schools to influence engagement and adoption of the blended learning approach across a diverse range of channels to account for diversity of learner maturity/experience and maximise accessibility of content.

Key challenges

- Managing the design of content for a range of varied formats and channels to support innovative, blended learning practices that can be tailored for unique school requirements and operating conditions.
- Building and maintaining detailed knowledge of how schools operate and gaining evidence-based information and data to understand successful learning to inform program design.
- Identifying opportunities and risks proactively and developing targeted interventions to support operational performance improvement in schools.

Key relationships

Who	Why
Internal	
Manager Content Design & Partnerships	<ul style="list-style-type: none">• Receive advice and report on learning design program progress towards business objectives and discuss future directions• Provide advice, input and recommendations and influence planning and decision making

Who	Why
	<ul style="list-style-type: none"> Identify emerging issues/risks and their implications and propose solutions
Staff	<ul style="list-style-type: none"> Manage, guide and coach, provide direction and drive a consistent approach to learning content design Set performance expectations and manage performance and development Align and communicate program objectives to drive an integrated approach to delivery and joint-outcomes
Learning Delivery Team & Quality Assurance Team	<ul style="list-style-type: none"> Provide guidance and advice on best practice learning design management principles, frameworks and content Collaborate, share information and understand challenges, risks and opportunities to achieve joint Branch objectives and incorporate feedback for continuous improvement
External	
Schools	<ul style="list-style-type: none"> Build collaborative relationships to understand unique needs and operating conditions to develop tailored approaches to learning content design
External Vendors & Suppliers	<ul style="list-style-type: none"> Engage to deliver a range of initiatives and projects including conducting research into best practice and testing content design

Role dimensions

Decision making

The Lead Learning Design & Curation operates with autonomy in the design and development of learning content and programs. The role is expected to drive innovation and change in the re-design of content to deliver evidence-based, contemporary blended learning programs and initiatives. The role is fully accountable for the quality and integrity of information and advice provided.

The role defers to the Manager Content Design & Partnerships on complex issues of a legislative nature or decisions that will substantially alter the outcome or timeframes, major issues or conflicts arising in the course of duties or matters requiring a higher delegated authority including approval for expenditure outside of delegation or sensitive issues.

Reporting line

Manager Content Design & Partnerships

Direct reports

Learning Design Officer

Budget/Expenditure

Nil

Essential requirements






- Valid Working with Children Check clearance
- Tertiary Qualifications in adult education, learning and development or related and/or equivalent demonstrated experience.
- Demonstrated experience in applying a range of learning design frameworks and methodologies including applying instructional design, human centred-design, design thinking, interaction design, adult education principles and approaches in the design and development of learning content and programs.
- Knowledge of and commitment to the department's Aboriginal education policies.

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Intermediate
	Manage Self	Adept
	Value Diversity	Adept
 Relationships	Communicate Effectively	Advanced
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	Technology	Adept
	Procurement and Contract Management	Intermediate
	Project Management	Adept
 People Management	Manage and Develop People	Adept
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Intermediate

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Value Diversity	Adept	<ul style="list-style-type: none"> Seek to promote the value of diversity for the organisation Recognise and adapt to individual differences and working styles Support initiatives that create an environment in which diversity is valued
Relationships Communicate Effectively	Advanced	<ul style="list-style-type: none"> Present with credibility, engage varied audiences and test levels of understanding Translate technical and complex information concisely for diverse audiences Create opportunities for others to contribute to discussion and debate Actively listen and encourage others to contribute inputs Adjust style and approach to optimise outcomes Write fluently and persuasively in a range of styles and formats
Relationships Work Collaboratively	Adept	<ul style="list-style-type: none"> Encourage a culture of recognising the value of collaboration Build co-operation and overcome barriers to information sharing and communication across teams/units Share lessons learned across teams/units Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work
Results Think and Solve Problems	Advanced	<ul style="list-style-type: none"> Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues Work through issues, weigh up alternatives and identify the most effective solutions Take account of the wider business context when considering options to resolve issues Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements Implement systems and processes that underpin high quality research and analysis
Business Enablers Technology	Adept	<ul style="list-style-type: none"> Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks Identify opportunities to use a broad range of communications technologies to deliver effective messages Understand, act on and monitor compliance with information and communications security and use policies Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Business Enablers Project Management	Adept	<ul style="list-style-type: none"> • Support compliance with the records, information and knowledge management requirements of the organisation • Prepare clear project proposals and define scope and goals in measurable terms • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Prepare accurate estimates of costs and resources required for more complex projects • Communicate the project strategy and its expected benefits to others • Monitor the completion of project milestones against goals and initiate amendments where necessary • Evaluate progress and identify improvements to inform future projects
People Management Manage and Develop People	Adept	<ul style="list-style-type: none"> • Define and clearly communicate roles and responsibilities to achieve team/unit outcomes • Negotiate clear performance standards and monitor progress • Develop team/unit plans that take into account team capability, strengths and opportunities for development • Provide regular constructive feedback to build on strengths and achieve results • Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way • Monitor and report on performance of team in line with established performance development frameworks