

AVI Position Description – Learning & Development Coordinator – Remote Volunteering

POSITION TITLE: Learning & Development Coordinator	CLASSIFICATION: AVI Band 3	PROGRAM: Australian Volunteers Program	DATE: August 2020
LOCATION: Melbourne	REPORTS TO: Manager, Volunteer Systems	POSITIONS REPORTING TO THIS ONE: N/A	
KEY OBJECTIVE: To coordinate and support synchronous and asynchronous learning and development activity, primarily for the remote volunteering program			
RELATIONSHIPS AND INTERACTIONS: Internal <ul style="list-style-type: none"> • Innovation Coordinator • Learning & Development Coordinators • Visa Coordinators • Country Office Program teams • Overseas Operations • Volunteer Systems Manager • Volunteer Services Manager • Recruitment Coordinators • Partnerships team • Risk & Security team • Child Protection team External <ul style="list-style-type: none"> • Volunteers • Partner Organisations • Consultants/ instructional designers 		PHYSICAL DIMENSIONS: This role requires the ability to: <ul style="list-style-type: none"> • Sit or stand for long periods, as well as regular bending, crouching and reaching. • Use an appropriate lifting technique to manually handle office files and items. • Operate a computer accommodating reasonable adjustments. • React to a display (computer screen) throughout the workday. • Use a telephone within reasonable adjustments (including use of headset). 	
VALUES: We expect all our employees to demonstrate the ability to uphold AVI Values through behaviour, leadership, and projects. Our Values are: Equity and Social Justice, Diversity and Inclusion, Integrity, Partnership, Solidarity, Respect			
KEY CHALLENGES <ul style="list-style-type: none"> • Working in ambiguity - in an environment with iterative developments or undefined processes • Effective time management and prioritisation to meet deadlines with multiple concurrent time-sensitive activities and tasks. 			

KNOWLEDGE AND EXPERIENCE REQUIREMENTS

- Strong understanding of and experience with the end-to-end journey for volunteers developing capacity for overseas partners
- 3 years' experience facilitating and supporting learning events in a virtual (internet-based) environment and associated planning, organisation, logistics and administration
- 3 years' experience with online instructional design, particularly SCORM creation (Articulate and Rise experience, highly regarded)
- Experience with database management (Salesforce, desirable)
- Experience with video-conferencing systems (Zoom, desirable)
- Exposure to Learning Management System administration (Moodle, highly regarded)
- Knowledge and experience with customer and administrative service provision in a professional, and preferably global, context

Knowledge of and exposure to:

- working in an international development context
- the underpinning values, goals and objectives of the Australian Volunteer Program
- EEO, child protection and privacy principles

Qualifications

- Relevant tertiary qualifications in learning & development, international development and/or equivalent experience

ACCOUNTABILITIES

KEY RESULT AREA	KEY ACTIVITIES	PERFORMANCE MEASURES
Online event delivery	<ul style="list-style-type: none"> • Host and facilitate predominately online learning & development events for volunteers and partner organisations • Coordinate other speakers and tech support, when applicable 	<ul style="list-style-type: none"> • Participant feedback (e.g. regarding readiness for assignment and usefulness of event) • Stakeholder feedback
Content design and creation	<ul style="list-style-type: none"> • Develop frameworks, storyboards and collateral for face-to-face, online and self-paced learning • Create and update SCORM packages, as required • Manage the development of content with external providers, as required 	<ul style="list-style-type: none"> • Content achieves desired outcomes of stakeholders • Content is delivered to agreed quality and time measures
Administration and logistics support	<ul style="list-style-type: none"> • Contribute to administrative activities to support delivery of online workshops for volunteers and forums • Manage pre-and post- event correspondence • Prepare and organise online platforms/ venues and materials for workshops and forums 	<ul style="list-style-type: none"> • Volunteer learning compliance activity completion • Timeline and quality expectations met for resolving and responding to queries received

<p>System Administration</p>	<ul style="list-style-type: none"> • Update and maintain volunteer details within the Customer Relationship Management system (CRM) to reflect progress against pre-assignment learning requirements • Provide Learning Management System (LMS) access and support for volunteers and partner organisations 	<ul style="list-style-type: none"> • User and stakeholder feedback
<p>Team Work</p>	<ul style="list-style-type: none"> • Develop and maintain proactive and productive working relationships with both internal and external stakeholders • Communicate information as appropriate with relevant team members and to ensure they have up-to-date information • Participate in team activities and meetings demonstrating respect and consideration for individual experience and expertise. • Engage in continuous learning and contribute positively to a collaborative and respectful working environment aligned with the culture and values of AVI 	<ul style="list-style-type: none"> • Mutually respectful and collaborative working relationships within and between teams • Feedback from stakeholders
<p>ADDITIONAL REQUIRMENTS:</p> <ul style="list-style-type: none"> • In addition to the above, any and all other duties and responsibilities are to be performed as required and consistent with this role • This role may require some work outside of regular hours • A Background and Security check will be performed as a requirement of this role • An offer of employment to this role may be subject to a satisfactory criminal record check. This may include require appropriate international police clearances if you have lived in a country (or countries) outside of Australia for a period of more than 12 months in the last five (5) years • Continued employment may be subject to additional security checks from time-to-time 		