**Position Description**

SEDA Group (SEDA) is a leading provider of hands-on education that delivers senior secondary and post-secondary qualifications that are designed to engage, educate, and empower young people as they transition into employment or further education.

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| **Position title:** | Digital Learning Support |
| **Immediate Manager:** | Digital Learning Lead |
| **Status** | Full time |
| **Term** | 30th June 2023  |
| **Location**  | Hawthorn East |
| **PD reviewed date** | October 2022 |

**About SEDA GROUP**

Established in 2006, SEDA Group (SEDA) is an applied learning education provider, known for successfully developing a model of Senior Secondary Education combining Vocational Education and Training (VET) both inside and outside the classroom. As a national organisation, our hands-on learning environment is unrivalled by any other education provider, as we focus on individual learning and enabling our students to build transferrable skills that will prepare them for a successful future.

Across Australia SEDA partners with over 45 leading national, state, and local sport, recreation, building and trade organisations. We are highly regarded for empowering, supporting and believing in young people. Our staff ensure all students learn in a safe and inclusive environment. In addition, our staff and teachers undertake their roles with a commitment to:

* Integrity

We act with transparency, honesty, and fairness. We own our decisions and behaviours.

* Innovation

We encourage new thinking, listen to ideas, and have an open mind

* Professionalism

We set high standards, give our best and are consistently reliable. We deliver on commitments

* Collaboration

We work in partnership willingly. We share challenges and successes

**Purpose of the role**

The Digital Learning Support role is a full-time contract position reporting to the Digital Learning Lead, and is responsible for supporting the design, development, and implementation of high-quality learning programs at SEDA Group. Working alongside the teaching and learning, the Digital Learning Support role coordinates tasks associated with the setup, management, and improvement in use of the Learning Management System, MySEDA (CANVAS), and other digital learning technologies. The Digital Learning Support role also provides design and development support to create engaging learning resources and identify opportunities for further improvements in the curriculum.

The role requires a candidate with experience in teaching and learning practices to support developing learning resources for use in an educational setting which would be supported by experience in administering or managing a Learning Management System. The Digital Learning Support role is suitable for a candidate with proven problem-solving skills, a high level of attention to detail, an ability to work autonomously, excellent communication skills and a creative eye.

**Key Duties**

* Support the Digital Learning Lead in the design and development of online and blended learning resources
* Coordinate the administration of the LMS and provide technical and training support to enhance the use of the LMS.
* Support the development and implementation of strategies, programs, and initiatives to enhance the use of educational technologies to improve students’ learning experiences

**Primary Responsibilities**

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| **Accountabilities** | **Overview** |
| **Learning Management System Administration (LMS) CANVAS - MySEDA** | * Undertake administrator duties related to course set up, user and permission management in the LMS
* Upload assessment and course resources to the LMS from SharePoint
* Identify and implement opportunities for development and improvement in the use of the Learning Management System
* Support staff with issue resolution and systems training – Level 1 Help Desk support
* Liaise with ICT staff to resolve technical issues, suggest or devise improvements of solutions related to the use of the LMS
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| **Digital Learning** | * Design and develop online and blended learning resources using authoring tools and design applications under supervision of the Digital Learning Lead as required.
* Work collaboratively with curriculum writers, subject matter experts and teachers to ensure learning resources are relevant, engaging, and relevant to industry as required or as directed by Digital Learning Lead.
* Engage in continuous improvement practices to evaluate programs, assessment and learning resources
* Identify and implement opportunities for development and improvement in assessment and learning resources
* Develop (under instruction) instructional guides for teaching staff, administration, and management to support the use of digital learning technologies and learning resources
* Support the development and implementation of strategies, programs, and initiatives to enhance the use of educational technologies to improve students’ learning experiences
* Build and increase teacher capacity in conjunction with the Digital Learning Lead in the proficient use of MySEDA and other Digital Learning technologies to enhance teaching and learning outcomes.
* Under the direction of the Digital Learning Lead provide Level 1 Help desk support to teachers and SEDA College staff as required within the Educational Technologies team.
* Liaise with key departments and teaching staff to plan program development ideas, resources and support materials as required.
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| **Teamwork** | * Work as an effective team member - working collaboratively; generating ideas and demonstrating collegiality within the program team.
* Establish positive relationships with team members and colleagues.
* Be aware of all organisational policies and practice guidelines.
* Collaborate with staff/team to ensure best outcomes for parents and young people accessing the program.
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| **Facilitate continuous improvement across all aspects of the role** | * Develop and maintain a culture/environment which ensures best outcomes for all parties accessing the organisation.
* Continually evaluate and improve the quality of the position by showing initiative and foresight for effective change.
* Support the Digital Learning Lead, National Manager Project Operations and Student Support and National Training Manager to manage and develop strategies to continuously develop and improve the program.
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| **Associated Duties** | * Attend and participate in relevant staff, department meetings and planning workshops.
* Attend relevant Digital Learning and Learning Design meetings across a variety of departments within SEDA Group.
* Undertake other duties which are appropriate to the level of the position, as directed by the Manager.
* Act in accordance with SEDA values and policies and procedures.
* Cooperate with all health and safety policies and procedures and take all reasonable care for their own and others health and safety.
* Follow SEDA Group’s policy on Child safe and Mandatory reporting
* Adhere to the expectations described in the staff code of conduct
* Develop and maintain positive working relationships with SEDA Group staff at all levels.
* Actively share best practice with your Colleagues
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| **Parents** | * Assist staff in the development and maintenance of healthy and productive communication with parents via Digital Learning communication portals.
* Undertake tasks to enhance the parent portal within MySEDA and associated Digital Learning platforms
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**Key Relationships**

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| **Internal**  | **External** |
| National Manager Digital Learning & Student Support  | Industry experts |
| National Training Manager | SEDA Colleges |
| Digital Learning Lead | Technology partner stakeholders |
| ICT Manager |  |
| Program Manager |  |
| Teaching and Learning Leads |  |
| Teaching staff |  |

**Skills, Knowledge, and Experience**

* TAE40116 Certificate IV in Training and Assessment (or equivalent) is desirable, but not essential
* Demonstrated proficiency working with Digital Learning / eLearning technologies.
* Experience working with and managing Learning Management and Student Management Systems (experience with CANVAS, SharePoint and VETtrak would be highly regarded)
* Experience in developing and implementing Digital Learning initiatives and technology into an educational program.
* Experience in teaching and learning practices, to support course development in online and blended contexts
* Technical and design skills related to building courses in different LMS and associated software (video editing, authoring applications, graphic design, etc.). Articulate Rise, Canva, H5P and Adobe Creative Cloud.
* Demonstrated proficiency in using ICT and relevant software and database packages.
* Well-developed verbal communication and interpersonal skills, with proven ability to build rapport, and interact effectively with a broad range of people at all levels. This includes the ability to deal with and support staff in the development of the SEDA program.
* Demonstrated problem-solving skills and the ability to think creatively to identify solutions.
* Effective presentation and facilitation skills and ability to use a range of methods to engage staff and students.
* Strong written communication skills, with an ability to write program materials and appropriate instructional documentation.
* Ability to work independently and contribute effectively as a team member to achieve goals.
* Strong organisational, planning and time management skills with an ability to prioritise and manage workload, meet deadlines, and adapt to changing circumstances.

**Other Requirements**

* Conditions of engagement including probation, health, and character checks (including police records check and working with Children Check) will apply to this position.
* To be eligible for engagement, you must have Australian or New Zealand citizenship or permanent residency status.
* Applicants need to meet the selection criteria outlined in SEDA Group’s Skills First contract and may be required to complete a ‘Fit and proper person declaration form’ to be eligible for engagement.

The list of responsibilities herein is not intended to be all-inclusive and may include additional responsibilities as required and assigned. It may become necessary to modify/change these position responsibilities from time to time.