

Position Description

Position:	Learning Solutions Designer
Location:	Institute of Directors, Wellington
Reports to:	Manager – Governance Development
Direct reports:	Nil
Job dimension:	Full-time permanent

About the Institute of Directors

The Institute of Directors in New Zealand Incorporated (IoD) is the professional body for directors in New Zealand and is at the heart of the governance community. Our vision is for a strong, fair and sustainable future for New Zealand, powered by best practice governance. We support and enable directors to add value to their organisations and wider communities and prepare them to positively transform the future.

We have over 9000 members representing all aspects of the New Zealand governance community, have a vibrant branch network, deliver high-quality governance education to members and customers, provide thought leadership on current and emerging governance issues, and advocate on directors' behalves.

We do this by being influential and making an impact; having a reputation for quality; being relevant and future focused; and raising the standards of governance in New Zealand.

Our Values

- We are bold and have the courage to do the right thing
- We embody manaakitanga – we are welcoming and show respect for each other
- We respect the value each individual brings
- We embrace kaitiakitanga/stewardship
- We are learners for life and seek to share knowledge

Purpose of the Role

The learning solutions designer identifies, designs and creates innovative, high quality learning solutions to raise the standards of governance in New Zealand and to improve the capability of IoD participant members and customers through our broad range of education opportunities.

To achieve this, you will have a deep understanding of the learning needs of the governance community and the capability to design and develop a suite of products and services to meet the diverse learning needs of our growing audience. Your creative skills, experience in design thinking, and practical experience will build out the concept phase through to delivering an identified product suite.

Your collaboration skills will be key in working alongside subject matter experts, facilitators and others to create the most suitable blended learning experience for our members and customers.

All products will reflect the IoD's vision to raise the standard of governance in New Zealand to positively transform New Zealand business, communities and society.

Key Responsibilities

Learning design and development

- Understand trends in learning design and delivery
- Understand customer and organisational learning requirements that will support the development of insights-driven high quality education products. The IoD's creative team will include a model of diagnostics, design, develop and deliver to drive impact through our final product creation and delivery.
- Design and develop quality governance blended education products and support resources – these may be face to face courses, eLearning, whitepapers, publications, facilitator guides, diagrams and images to represent governance models, etc. as outlined in the IoD's product development pipeline/process.
- Research, design and develop bespoke/tailored solutions for in-house and individual training
- Provide analysis and advice to business development team on learning needs and RFP development.
- Work collaboratively with teams across IoD to determine and develop products that are strategically aligned with and integrated into other IoD programmes or activity for maximum impact and benefit.
- Work collaboratively and efficiently with internal project teams, external facilitators, subject matter experts (SMEs), and other service providers to develop products within budget, time and quality parameters.
- Provide learning, educational outcomes, product and instructional design advice and guidance to facilitators, Governance Services Advisors and Professional Development Advisors as appropriate.

Programme delivery

- Provide tools and processes to guide business development managers through the learning needs analysis process, offering support, advice and ideas for effectively meeting needs, ensuring decisions are made in line with organisational priorities
- Guide and advise the Professional Development Advisors and Delivery Operations Manager on specific course/learning experience content, desired outcomes and follow up actions to enhance the participant experience
- Support the director development and board services teams to develop cost effective capability development programmes and services, including tailored and bespoke courses, that are aligned with the New Zealand Director Competency Framework
- Train and support facilitators to build competence within the facilitator network to create an improved, consistent and highly engaging learning experience for all participants
- Contribute to the development and implementation of Chartered Member policies and procedures.

Quality assurance

- Ensure the highest of quality in the design of all learning products through a robust quality assurance process before all products go to market

- Work collaboratively across the IoD to provide quality assurance advice or support so products and services can be correctly evaluated and aligned with the New Zealand Director Competency Framework.

Contract and relationship management

- Source, brief and negotiate with independent consultants and other providers to assist in product development projects as appropriate and approved by the Manager – Professional Development
- Oversee the performance, deliverables and quality of independent consultants and providers to ensure that projects are delivered on time, to budget and to the required quality standard. Where issues arise, escalate these to the Manager – Governance Development for resolution.

Governance and sector knowledge

- Build and maintain awareness of current developments and trends in governance in NZ and internationally
- Maintain knowledge of best practice instructional design, accreditation and innovative practices relating to learning and development as it applies to executive and governance education.

Stakeholder engagement and relationships

- Establish and maintain effective relationships with key internal and external stakeholders particularly SMEs and facilitators, and learning partners
- Build strong relationships and networks with the governance community in New Zealand to ensure you understand the IoD's customers and their needs.

General

- Actively and positively contribute to director development team activities
- Undertake such other activities as are required to carry out the functions of the position
- Proactively and positively engage with the IoD's performance and development planning process and take personal responsibility for your own development and skills enhancement
- Show responsibility for your own health, safety and wellbeing; be proactive in own actions to keep self and others safe; cooperate and participate with the IoD's workplace safety management practices, policies and procedures that support a healthy, safe and well culture.

Responsibilities are expected to change over time as the IoD responds to the changing governance and commercial environment. This position description will be updated as required to reflect this. The incumbent will need the flexibility to adapt and develop as the environment evolves.

Key Relationships

Internal

- Delivery Operations Manager
- Governance Leadership Centre team
- Business Development team
- Governance Services team
- Professional Development Advisors
- Senior Marketers

External

- Facilitators
- Consultants and advisors
- Individual directors/boards
- Key managers and staff within stakeholder agencies
- Other Professional and Advisory Bodies

Authority

The Learning Solutions Designer has the authority to make decisions and carry out actions in relation to the responsibilities and deliverables of the position, consistent with budget approvals and in consultation with the Manager – Governance Development

Person Specification

Qualifications

- Relevant tertiary qualification or equivalent experience in learning design and education preferably in adult education

Technical Skills, Knowledge and Experience

- 5 + years of experience in end to end adult/executive learning design and/or instructional design
- Experience designing, developing, and measuring the effectiveness of blended learning
- Strong writing skills and experience with creating simulation based learning
- Demonstrated ability to communicate complex concepts simply, concisely and clearly
- Demonstrated external stakeholder relationships and engagement
- Understanding of business drivers and sensitivity to differences across various groups
- Project management skills with the ability to multi-task and advance activities across multiple concurrent work streams
- Strong knowledge of current and emerging adult learning theory and how it is put into practice into the world of work
- Ability to build and maintain functional and project team based relationships and collaborate across different working groups.

Attributes / Success Factors

- Open, trustworthy, honest and has high levels of integrity – in other words, can be counted on
- Excellent communication skills, both written and verbal
- A collaborative and innovative approach to work
- Innovation management and process improvement skills
- Highly effective planning and organisational skills, including time management and prioritising work in a complex work environment
- Sound judgement and problem solving skills
- Excellent planning and organisational skills
- Works effectively as part of a high-performing, collaborative, achievement-focused team
- Is positive, resourceful, professional and respectful
- Has high standards and excellent attention to detail.

Key Competencies

Competency	Expected results and behaviours
Service orientation	• Takes action in response to customer enquiries, requests or complaints, feedback and suggestions • Focuses on quality service and monitors customer satisfaction • Shows sensitivity and understanding towards customer needs and expectations.
Customer centred innovation and learning design	• Puts the customer at the centre and designs solutions that meet the customers' specific needs • Open to new ideas and suggestions; willing to "give things a go" • Focuses on continuous improvement of quality products and services • Plans and develops successful ways of innovating or extending existing products and services, while divesting the organisation of unnecessary services or activities • Balances improvement activity with current business activity, in order to achieve optimum results. • Committed to own learning and staying ahead of learning and education trends, and what is happening in the industry
Teamwork	• Actively and positively participates in team activities • Supports other team members to achieve their goals • Works collaboratively across the organisation and with external partners to achieve shared objectives • Values diversity, and different views and strengths within a team as a path to innovation
Planning and organising	• Can produce a project plan and work to this with the flexibility to adapt as needed • Effectively plans and organises own workload and priorities in order to complete tasks or projects within agreed timeframes • Readjusts according to the IoD's needs and changing or conflicting priorities • Plans resource requirements and requests additional resources where anticipated.
Communication	• Demonstrates effective communication skills for individual, group and public speaking situations, using a professional, friendly, diplomatic and tactful manner • Written communication has clarity, fluency, impact and conciseness • Utilises the most appropriate communication medium to deliver critical information at the right level for the target audience • Keeps people informed with relevant and timely information in order to effectively carry out their jobs.

Competency

Expected results and behaviours

Relationship management

- A professional who is able to relate well with people from a wide/diverse background, and at all levels
- Proactively builds and maintains constructive working relationships with key internal and external stakeholders.
- Works alongside others, sharing information, ideas, insights and expertise to ensure positive outcomes
- Builds and maintains strong customer relationships for long-term benefit

Results orientation

- Takes full responsibility for making things happen within own area of control/responsibility
- Strives to achieve required results without prompting
- Manages time and resources effectively in order to achieve objectives by agreed deadlines
- Demonstrates a strong eye for detail, while keeping overall goals at top of mind

Decision making and influencing skills

- Demonstrates strong judgement and reasoning skills
- Researches and understands the issues, develops well considered conclusions and makes appropriate recommendations and solutions
- Presents ideas and messages by using rational arguments and pinpointing benefits to other parties
- Professionally represents the IoD's point of view/position in and influences favourable outcomes for the Institute
- Negotiates objectives and clarifies contributions and expectations from other parties
- Uses diplomacy and tact; can diffuse tense situations.