



## ELEARNING COMMUNICATIONS OFFICER

Position Number: 006602 Level: 3

ANZSCO: 262111

### JOB DESCRIPTION FORM

#### THE ROLE

This position is an essential role for the eAcademy support team including engagement with stakeholders and customers. The e-Learning Communications Officer is responsible for identifying, investigating and resolving eAcademy functionality and process issues and initiating business improvement opportunities for recurring problems.

The role coordinates and maintains a help desk and customer enquiry first port of call function for all users and roles impacted by the eAcademy and provides essential authoritative system assistance for Training Support Officers (TSO's).

The e-Learning Communications Officer is also responsible for developing and implementing administrative practices, communication strategies and training to assist TSO's to fulfil their training administration roles.

#### REPORTING RELATIONSHIPS

##### ORG STRUCTURE:

Strategy and Emergency Management Learning and Development  
E Learning Systems

##### THIS ROLE REPORTS TO

eLearning System Coordinator (006169) Level: 6

##### POSITIONS THAT REPORT TO THIS ROLE

Nil

#### POSITION INFORMATION

##### LOCATION:

547 Dundas Road, Forrestfield

##### SPECIAL CONDITIONS:

The Department is an emergency services organisation and all employees may be required to work business hours or outside of normal business hours to assist with emergencies.

## SPECIFIC RESPONSIBILITIES

*DFES is committed to the principles of Equal Employment Opportunity (EEO) and diversity in the workplace and the provision of a safe environment for its employees, customers and volunteers. All duties are to be performed in a manner and behaviour consistent with EEO legislation and Occupational Safety and Health legislation along with the Department's Code of Conduct and Policies/Procedures and other relevant legislation.*

### Planning

- Contributes to design and implementation of Pathways, training product development, publishing and eAcademy systems.
- Manages and maintains eAcademy system user support documentation including user training, presentation and self-help materials.
- Liaises with regional personnel to plan and coordinate Pathways and eAcademy training and roadshow presentations.
- Contributes to planning and conduct of eAcademy Working Group meetings.
- Plans and coordinates Learning and Development sponsored stakeholder information sessions and professional development forums.
- Leads the collection, collation and analysis of customer feedback (including eacademyhelp email) to identify recurring issues and initiate improvement actions to enhance system functionality.

### System Implementation and Upgrades

- Tests and reports on system functionality and Registered Training Organisation (RTO) compliance.
- Produces Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) reports for Training Quality and Compliance to meet regulatory body requirements.
- Develops and delivers staff and volunteer information, update sessions and training.
- Documents and communicates key system issues and changes including Pathway and competency changes/updates/transition arrangements.
- Provides the primary contact point for regional TSO's to report and address eAcademy issues.
- Maintains documentation for audit purposes compliant with document control and regulatory requirements.
- Advises course developers and trainer assessors about role-specific eAcademy use and functionality.

### Stakeholder Relationships

- Prepares and coordinates distribution of outgoing Branch communications including eAcademy News and major product releases.
- Builds and maintains networks and effective working relationships with a range of internal and external stakeholders.
- Advises relevant customers on how to access and analyse system reports.
- Coordinates data and information delivery to customers according to agreed timeframes and method (e.g. hard copy, electronic interface, desktop via intranet).
- Interprets and analyses data to provide enhanced information specific to business area objectives and investigations.
- Plans and coordinates Learning and Development sponsored monthly internal stakeholder teleconferences.

### Continuous Improvement

- Collaborates with users and stakeholders to identify improvement opportunities and assists with process review and re-design.
- Maintains and shares contemporary knowledge of learning management systems, student administration systems, Standards for RTO's and associated compliance requirements.

### System Security and Administration

- Assists customers to implement eAcademy reporting tools in accordance with approved policy and procedures.
- Monitor's system security to identify and address inappropriate practices.
- Troubleshoots systems as required and supports end users experiencing difficulties.

### Other

- Reporting all health and safety hazards, near misses and injuries.
- Actively participate in managing risk and resolving health and safety issues and promoting a safe place of work.
- Undertake other duties as required.

## EXPECTED LEADERSHIP BEHAVIOURS

Leadership Expectations are critical to the success of DFES and provide a clear understanding of the expected behaviours for all public sector employees. This position aligns to the context of **Personal Leadership**, and it is essential that you demonstrate the required behaviours below to undertake this role:

| Behaviour                           | Descriptor  |
|-------------------------------------|---|
| Lead collectively                   | Seek and build key relationships, work together and focus on the greater good.  |
| Think through complexity            | Think critically, work with ambiguity and uncertainty, assess solutions and impacts, and take calculated risks.   |
| Dynamically sense the environment   | Be in tune with the political, social and environmental trends that impact the work; understand and recognise the needs of others and leverage relationships for desired outcomes.          |
| Deliver on high leverage areas      | Identify priorities, pursue objectives with tenacity and display resilience in the face of challenges.  |
| Build capability                    | Proactively develop others; share learning to promote efficiency and effectiveness; and champion diversity and inclusion.   |
| Embody the spirit of public service | Display empathy, compassion, humility and integrity, and a genuine passion for the work; demonstrate a responsibility to Western Australians; and work in the interests of the public good. |
| Lead adaptively                     | Continuously seek to understand personal strengths and areas for improvement, be adaptive to change and adjust leadership style in different contexts.                                      |

## SELECTION CRITERIA

*Applicants should demonstrate their capacity to meet the following criteria which should be read in conjunction with the specific responsibilities of this role.*

### ESSENTIAL CRITERIA

1. Demonstrated experience in administering contemporary Learning Management Systems in a training environment.
2. High-level communication and interpersonal skills, with demonstrated capacity for conflict resolution and dealing with dissatisfied customers.
3. Experience providing system training and customer support to on-line learning system users.
4. Excellent analytical and problem-solving skills with the ability to apply detailed organisational knowledge to investigate system problems from a variety of user perspectives.
5. Demonstrated organisational and time management skills, including ability to work with minimal supervision.

### DESIRABLE CRITERIA

1. Certificate IV or higher business, communications or training qualifications.
2. Experience in providing learning management and training administration support services in an enterprise-based RTO environment.

## CERTIFICATION

| Version | Description                                   | Approval Date   | Registered Date | Registered by   |
|---------|---|-----------------|-----------------|-----------------|
| Vs 1.0  | Created and classified                        | 10 May 2019     | 10 May 2019     | Megan Crossley  |
| Vs 2.0  | Org structure update                          | 7 October 2021  | 7 October 2021  | Andrea Dawson   |
| Vs 3.0  | JDF updates                                   | 25 January 2022 | 25 January 2022 | Lisa McNicholas |
| Vs 4.0  | JDF template and minor updates                | 18 January 2023 | 18 January 2023 | Andrea Dawson   |
| Vs 5.0  | Minor updates and Leadership Behaviours added | 20 January 2026 | 20 January 2026 | Tasha McMenamin |