Position Description

<table>
<thead>
<tr>
<th>Position Title:</th>
<th>Learning Management System (LMS) Support Officer</th>
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<tr>
<td>Award:</td>
<td>Social, Community, Home Care and Disability Services Industry Award 2010.</td>
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<td>Classification:</td>
<td>Social and Community Services Worker Level 4</td>
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<td>Hours of work:</td>
<td>30.4 hours per week, 0.8 FTE – actual hours of work to be negotiated. Hours of work may be varied temporarily or permanently due to operational requirements, funding agreements and or/or service delivery demands.</td>
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<td>Position Location:</td>
<td>PANDA’s office is located in North Fitzroy. Flexible or remote working options may be negotiated.</td>
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<td>Reports to:</td>
<td>Learning Management Systems Integration Coordinator</td>
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<td>Supervisor to:</td>
<td>Nil</td>
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<td>Liaises with:</td>
<td>PANDA employees and volunteers, external PANDA Learning Hub users.</td>
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<td>Authorities and Delegations:</td>
<td>Nil</td>
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PANDA’s Purpose

PANDA supports individuals and families across Australia affected by emotional and mental health difficulties during pregnancy and in the first year of parenthood. PANDA operates Australia’s only National Helpline for individuals and their families to recover from perinatal mental illness like perinatal anxiety and depression, which affects up to one in five expecting or new mums and one in ten expecting or new dads.

PANDA’s Service Delivery

PANDA currently receives both Commonwealth and State government funding to deliver a range of services to families affected by perinatal mental health challenges and to provide education to professionals and the community. PANDA also undertakes a range of fundraising activities, generating additional funds required to maintain and improve services and programs.

PANDA’s Vision

A society where perinatal mental health is valued and understood and where stigma and systemic barriers to seeking help no longer exist.
PANDA’s Values

**Accountability:** We take responsibility for our actions and are accountable to each other and our stakeholders for our performance and integrity.

**Collaboration:** We work collaboratively with others to share knowledge, skills and experiences.

**Effectiveness:** We strive to be effective, make the best use of resources and encourage innovation.

**Equity:** We are committed to overcoming discrimination and disadvantage and promote fair and just access to services and information.

**Integrity:** We act with integrity and honesty and are guided by ethical and moral principles in all that we do.

**Respect:** We treat people with respect and dignity at all times.

About this role

In late 2020 PANDA launched the PANDA Learning Hub, a learning management system (LMS) designed to support staff, volunteers and a range of external audiences undertaking training and education activities. The PANDA Learning Hub has grown significantly in its first 12 months and coordinates both internal organisational compliance activities and acts as the central platform for all PANDA training and education activities.

The LMS Support Officer is part of PANDA’s Strategic Development team and is responsible for day-to-day management of the PANDA Learning Hub including ensuring ongoing functionality relating to content, assessments, notifications and live training attendance. This role also offers integral support and training to system users both within and outside the organisation.

**Key Responsibilities**

- Provide day to day support to LMS users, including account creation, access and resolving technical issues.
- Ensure LMS functionality around content, assessment, notifications and theme is consistent and up to date (including content provided by external agencies).
- Run and create reports, including compliance, course participation and live training attendance.
- Analyse and share insights from LMS usage to key stakeholders including Marketing & Communications team.
- Provide guidance, training and support to staff, ensuring content is created and delivered in line with PANDA’s LMS policy.
- Contribute to the creation and maintenance of clear and comprehensive Learning Hub support documentation.
- Support the Learning Systems Integration Coordinator in the growth of the PANDA Learning Hub through system development and partnership with external agencies.
- Support content development related to the LMS within the PANDA website redevelopment project.

**Key Selection Criteria**

**Essential**

- Demonstrated exposure to or experience in the use, configuration and administration of an online learning management system (Litmos preferred).
- Demonstrated experience writing systems documentation for a range of audiences.
- Ability to work independently and collaboratively in a fast-paced, productive work environment.
- Ability to exercise judgment and design clear processes where these do not exist.
- Strong communication skills and the ability to interact with multiple stakeholders.
- Problem-solving skills.
- Ability to respond positively to change and the challenges and opportunities it brings.
- Strong technical skills.
- Proficiency in Microsoft Office Suite applications.

**Desirable**

- Exposure to Litmos.
- Exposure to content editing tools (Articulate 360 suite including Rise and Storyline, Captivate).
- Exposure to Salesforce.

**Personal Qualities:**

- Commitment to working in line with the organisation's purpose and values.
- Ability to work autonomously, take direction, and contribute as a collaborative member of the team.

**Skills, Qualifications and Experience**

- Qualifications in a relevant field such as IT or Communications.
- A current state appropriate Working With Children Check

**Health and Safety Responsibilities**

All staff are required to take reasonable care for their own health and safety, and the health and safety of others who may be affected by their conduct.

Employee Name

__________________________

Employee Signature

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Date

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Reviewed: 26 October 2021