



ASO7 Manager, Content Creation and Delivery Academy and Learning Branch People, Culture and Wellbeing Service

ORGANISATIONAL OVERVIEW

South Australia Police (SAPOL) provides a diverse range of services to the community. These services are aimed at producing a safe and peaceful environment by the minimisation of crime and disorder. It is a large complex organisation which, because of the nature of its operations, is constantly subject to public scrutiny and accountability. It provides services to a range of different locations (over 100) spread across the State on a 24 hour a day basis.

SAPOL's vision is to provide 'Safer Communities'. All SAPOL employees are guided by Our Values of Service, Integrity, Courage, Leadership, Collaboration and Respect. SAPOL is an organisation with a proud history and an exciting vision for the future.

POSITION OVERVIEW

Summary

The Manager, Content Creation and Delivery plays a pivotal role in the advancement of an effective and efficient learning environment across SAPOL. They provide high levels of leadership, advice and support, collaborating with internal and external stakeholders to support SAPOL's vision and business objectives. The incumbent is accountable to the Manager, Learning and Development Services and is responsible for the development and implementation of policies, procedures and practices supporting the creation and delivery of excellent digital, blended and hybrid learning content.

The Manager, Content Creation and Delivery brings expert knowledge of adult learning principles and extensive experience applying contemporary learning theory within modern learning ecosystems. The role analyses learning needs, designs effective instructional strategies and ensures learning solutions meet defined outcomes and quality standards.

Through ongoing research, the Manager identifies emerging trends and technologies and provides strategic advice on opportunities to enhance SAPOL's learning and development capability.

Service

Integrity

Leadership

Collaboration

Courage

Respect



Operating under broad direction, the role leads specialist content creation and technical support teams delivering training through eLearning, blended and hybrid learning approaches. The Manager also oversees SAPOL’s Learning Management and Library Data Management Systems, including vendor and contract management, content governance, data analysis and reporting.

Special Conditions

Work Status	The incumbent must hold a current Australian work eligibility status and will be subject to a criminal history check. The incumbent may be assigned to other duties at this remuneration level or equivalent.
Location	Police Academy, Taperoo
Qualifications	Tertiary qualification in Education, Training, Digital Learning or other relevant discipline.
Out of Hours Work	Some out of hours work may be required.
Travel	Some intrastate and interstate travel may be required.
Performance Management	The incumbent is required to participate in SAPOL’s iEngage program.

Reporting / Working Relationships

The Manager, Content Creation and Delivery reports to the Manager, Learning and Development Services, and leads a small team comprising of Graphics and Multimedia Designers, Instructional Designers and LMS Administrators. The Manager, Content Creation and Delivery contributes to the outcomes of the Learning and Development Services Section within Academy and Learning and works in close collaboration with team members, other sections within the Academy and specialist areas across SAPOL.

KEY OUTCOMES

- Consult and collaborate with internal and external stakeholders to analyse training needs and recommend strategies to achieve corporate objectives.
- Develop and implement policies, procedures and practices for the development, publication, delivery and evaluation of eLearning, blended learning and hybrid learning products.
- Provide expert advice on instructional design strategies and methodologies that achieve identified learning outcomes and meet quality standards.
- Research and identify opportunities where SAPOL can leverage contemporary learning theory and emerging technologies to provide improved effectiveness and efficiency in learning and development.
- Provide advice, through business cases and reports, that support sustainable options for meeting corporate and individual requirements for learning and development within contemporary learning ecosystems.
- Manage available design and production resources to ensure learning development projects meet the needs of learners and stakeholders, and that they are completed within agreed timeframes.
- Regularly evaluate the quality of Learning and Development Services instructional design (including activities and assessment), in consultation with instructional designers

- and subject matter experts.
- Regularly monitor the production standards of multimedia products for use within SAPOL learning products, including audio recording, video recording and still photography.
 - Design and implement evaluation strategies that identify gaps and support continuous improvement.
 - Manage SAPOL's Learning Management and Library Data Management Systems including vendor relationships and contracts, ensuring data quality and integrity.
 - Provide detailed analysis of data for corporate reporting and compliance management.
 - Maintain professional currency through ongoing familiarization with current research.
 - Foster positive working relationships between employees of the Section, Academy and Learning and across SAPOL.

QUALIFICATIONS / SKILLS / KNOWLEDGE / EXPERIENCE

Essential Minimum Requirements

- Hold a tertiary qualification in Education, Training, Digital Learning or other relevant discipline.
- Demonstrated high level expertise in designing and developing learning and assessment methodologies for eLearning, blended delivery and hybrid delivery methodologies that meet learner and organisational needs.
- Demonstrated expertise in instructional design.
- Expert knowledge of current and emerging educational technologies and learning theories, delivery methodologies and practices.
- Demonstrated ability to conduct systematic research that documents and references findings in a manner that presents compelling evidence for change.
- Demonstrated ability to provide concise, accurate and timely management advice.
- Demonstrated capability to successfully influence positive change supported by compelling evidence.
- Demonstrated leadership skills that foster teamwork and cooperation among peers and direct reports.
- Demonstrated high level interpersonal and communication skills, both written and oral including the ability to liaise effectively with internal and external stakeholders.
- Highly developed analytical, problem solving and organisational skills, with an ability to meet priorities and competing deadlines.
- Maintain contemporary knowledge of developments in technology and their application for the development and delivery of eLearning, including authoring tools, learning management systems and experiential learning platforms.
- Have recent experience in the management of Learning Management Systems, including content management, report design, data integrity and extraction, problem identification and liaison with vendor(s).

Desirable Characteristics

- Experience in the effective management of small teams, including setting tasks, monitoring performance and providing constructive and actionable feedback to support continual improvement.

CORPORATE RESPONSIBILITIES

- Maintain accurate and complete records in accordance with the State Records Act 1997 and departmental policies, procedures and practice guidance.

- Act at all times in accordance with the Code of Ethics for the South Australian Public Sector and legislative requirements including (but not limited to) the Public Sector Act 2009 and Work Health and Safety Act 2012.
- Actively contribute to SAPOL's commitment to being an inclusive workplace where everyone is safe, respected and supported to reach their potential by demonstrating inclusive behaviour and showing respect for diverse backgrounds, experiences and perspective.
- Demonstrate an understanding and commitment to **WH&S legislation**, principles and practices and risk assessment in accordance with the **WH&S Act (2012)**, regulations, approved codes of practice and AS/NZS ISO 31000:2018 Risk Management – Guidelines.