



Position Information Description

Title of Role: LEARNING DESIGNER:


Department: Learning and Development

Remuneration Level: ASO6

Section: Education Services

Type of Appointment: 12-month Term Contract

Position Information Description Approval


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Delegate

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South Australian Metropolitan Fire Service (MFS)

The South Australian Metropolitan Fire Service (MFS) is responsible for protecting the South Australian community from the effects of fire, road crashes, chemical incidents and other emergencies. We are a team of approximately 1,300 operational personnel and corporate professionals serving the Community across 20 metropolitan and 17 regional fire stations.

Our Values



Our Purpose and Mission

We are trusted to protect, empower, and enrich our community.

Our mission is to build a world-class fire and rescue service. We strive to be:

- Responsive
- Collaborative
- Modern
- Agile
- Innovative
- Accountable.





Departmental Outcomes

The Learning and Development Department contributes to the goals of the South Australian Metropolitan Fire Service (MFS) through the preparation of a highly skilled, professional workforce that can confidently protect the public of South Australia from fire and other emergencies.

The Department seeks to foster a culture of lifelong learning through industry leading career management and skill development systems by:

- focusing on meeting clients' needs in a friendly, professional and helpful manner
- behaving with integrity, respect and accountability
- maintaining effective liaison with other departments within the MFS and external providers
- providing reports in a timely and professional manner
- contributing to the development of the strategic direction, policy and planning processes of the Learning and Development Department

Corporate Outcomes


L&D personnel:

- contribute to the continuous improvement of workplace practices by complying with relevant legislation and internal policies and procedures.
- Maintain appropriate security practices and procedures by monitoring physical external and internal environments and ensuring appropriate access for the public during business hours and after hours.
- Ensure all activities within the incumbent's designated area of responsibility are performed in accordance with policies and procedures relating to intellectual property.
- Observe and cooperate with Work Health and Safety and Injury Management (WHS&IM) policy and procedural requirements, and actively participate in consultative and communication processes; contribute to risk management by identifying and informing the supervisor of any hazards in the work area; identify any required WHS training and actively participate in any WHS training provided by the employer; and contribute to feedback on WHS performance to the line manager.

Primary purpose of the role

The Learning and Development Department contributes to the goals of the South Australian Metropolitan Fire Service (MFS) through the preparation of a highly skilled, professional workforce that can confidently and efficiently protect the public of South Australia from fire and other emergencies.

The Learning Designer is responsible for applying contemporary and best practice instructional design skills, based on their expertise of contemporary adult education and digital learning theories and practices, to design clear, concise and engaging curriculum. Working under broad direction, the incumbent manages the development, implementation and evaluation of learning programs across MFS, including the analysis of learning needs and determination of instructional design strategies that achieve identified learning outcomes and quality standards. Through active research, the incumbent identifies and provides expert advice on trends and opportunities where the



MFS can leverage both learning theory and technology to provide effective and efficient improvements for complex learning and development programs.

The Learning Designer manages the successful design, development and implementation of contemporary learning and development practices and solutions, in accordance with the Public Safety Training Package and other agency standards, to support the skill and competency development needs of MFS personnel.

Reporting/Working Relationships:

Reporting Relationship:

The Learning Designer reports to the Coordinator Education Services and works closely with the Education Services team and members of the Learning and Development Department to ensure all learning and development systems, programs and products meet required quality standards

Key Relationships/Interactions:

Supervisor Reports to: Assistant Chief Fire Officer, Learning and Development
Supervisor's Position: Coordinator Education Services
Staff Supervised: Nil

Special conditions

The incumbent:

- Is based at the MFS Angle Park Training Centre but may be required to serve at other locations.
- may be required to undertake some out of hours work (time off in lieu provisions apply)
- will be expected to work in a manner consistent with the Code of Ethics for the South Australian Public Sector.
- must be willing to participate in professional development programs.
- must be willing to represent the MFS on various committees as required.
- will provide the highest standards of customer service to clients at all levels by modelling service excellence that meets the needs of customers and enhances the corporate profile of the organisation.

Employment conditions will be governed by the Fire and Emergency Services Act 2005. Wages, allowances and other terms and conditions of employment are prescribed in the South Australian Public Sector Salaried Employees Interim Award and the South Australian Public Sector Wages Parity Enterprise Agreement: Salaried 2021.

Ensure the provision of support to the Deputy State Controller and Senior Management Team during Incident Command System operations. The incumbent may be required to assist in the State Control Centre Fire (SCCF) during activation.

Statement of key outcomes and associated activities

Under broad direction of the Coordinator Education Services, ensure all training program designs are in line with strategic outcomes of the appropriate training frameworks



- Advise and collaborate with internal and external stakeholders to design, develop, and evaluate pedagogical approaches, curriculum, and assessment to achieve organisational goals, ensuring compliance with MFS Policies, Procedures and the Standards for Registered Training Organisations
- Provide expert advice, recommendations and solutions covering a wide area of capability design and development activities, including learning needs and performance gap analyses, relationship management, learning design, evaluation, and implementation to achieve identified learning outcomes and meet quality standards.
- Coordinate and facilitate consultative activities with key internal and external stakeholders, including industry experts to:
 - o understand business and learner needs,
 - o identify, and analyse learning and professional development gaps and trends,
 - o provide advice on innovative and effective solutions.
- Utilise contemporary technology skills and implement innovative pedagogical approaches in instructional design to create engaging e-learning materials, employing a variety of multimedia software tools.
- Manage learning projects to ensure they meet the needs of learners, stakeholders, and are completed within agreed timeframes.
- Identify and analyse complex issues and barriers to provide high-level learning and professional development advisory services and multi-platform solutions, fostering high performance and successful learner outcomes.
- Contribute to the development and review of training and assessment policies, procedures, and systems as part of the continuous improvement of the MFS Learning and Development Department to ensure compliance with quality standards including the Standards for Registered Training Organisations.
- Provide expert advice and guidance to Learning Design Support, Digital Media Production and Training Coordinator to ensure programs are implemented in line with Program Scope requirements
- Work closely with Project Officer, Evaluation to identify and implement continuous improvement initiatives identified through feedback mechanisms
- Contribute to the professional development of trainers and assessors; and delivering / facilitating workshops as required
- Contribute to MFS Strategic outcomes through provision of reports as required to the Learning and Development Management team

Technical Expertise

Qualifications, Skills, Knowledge and Experience relevant to the role.

Educational qualifications (Essential)	Relevant tertiary qualifications in Adult or Vocational Education or Digital Learning, but as a minimum the TAE Certificate IV in Training and Assessment (or equivalent).
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Educational qualifications (Desirable)	Project Management
Technical expertise (Essential)	<p>Demonstrated ability to:</p> <p>Coordinate projects and programs with a high degree of autonomy, applying initiative and judgement to set and meet deadlines, determine priorities, and organise workloads.</p> <p>Manage the development of multiple projects concurrently.</p> <p>Effectively analyse learning and assessment requirements in the workplace.</p> <p>Establish and maintain constructive working relationships with clients, stakeholders and colleagues.</p> <p>Lead and support change and respond effectively to stakeholder expectations.</p> <p>Design, develop, implement and evaluate learning and assessment methodologies providing analysis, reports, recommendations and developing any associated policies and procedures.</p> <p>Provide innovative thinking in designing and developing learning and assessment strategies and associated curriculum to meet learner and organisational needs.</p> <p>Extensive experience in developing effective Vocational Education and Training (VET) learning and assessment materials based on National Training Packages that comply with the 2025 Standards for Registered Training Organisations (RTOs).</p> <p>Experience and capacity to review and develop materials in a contemporary ICT enabled environment.</p> <p>Experience in the implementation of continuous improvement processes based on the collection and analysis of qualitative and quantitative data.</p> <p>Experience in design and delivery of professional development programs for educational staff to support best practice.</p> <p>Extensive experience with a range of tools for developing digital learning content, including Articulate Storyline, Rise and Moodle.</p> <p>Substantial experience in identifying and implementing Learning and Development best practice and contemporary strategies that are aligned to organisational requirements.</p> <p>Advanced abilities in the use of the Microsoft Office suite of programs. Knowledge of competency based training methodologies and learning and assessment systems and processes.</p> <p>Demonstrated highly developed conceptual, analytical and research skills and ability to provide strategic solutions to</p>



	<p>complex issues. Expert knowledge of current and emerging educational technologies and digital learning theories, models and practices.</p> <p>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.</p> <p>Knowledge of requirements of the Standards for Registered Training Organisations.</p>
Technical expertise (Desirable)	<p>Experience in consultancy, planning, and project management skills.</p> <p>Ability to change work tasks/priorities at short notice.</p> <p>Knowledge of VET environment policy including key stakeholders.</p> <p>Knowledge of the Public Safety Training Package (PUA 5.0)</p> <p>Knowledge of the National Training and Assessment Training Package.</p> <p>Basic knowledge of principles of fire behaviour and/or the Fire Service and its operations.</p> <p>Knowledge of the SA Government graphic design approach, copyright, policies, processes and standards.</p>

