



Unlocking business for good

Title	Learning Designer and Facilitator
Brief role description	<p>This role is responsible for designing, developing and delivering learning products in all their forms (facilitator led, self-paced digital and blended virtual/face-to-face programs) for Social Traders two key customer groups:</p> <ol style="list-style-type: none"> 1. Certified social enterprises 2. Business and government members <p>Certified social enterprises - Objective is to build the critical skills and strategies needed to sell to government and business customers. Topics relate to business development, sales, marketing, understanding procurement, demonstrating capability, responding to tenders, and more.</p> <p>Business and government members - Objective is to build the skills and strategies to deeply embed social enterprises into supply chains and business operations. Organisations are supported across their social procurement journey from introduction and early engagement, leadership and target setting, to embedding social procurement into policy/process and ongoing reporting.</p>
Reporting to	TBC - Executive Director, Market Development
Key role responsibilities	<p>Design</p> <ul style="list-style-type: none"> • Identify learning needs and objectives of key customer groups by working with key internal stakeholders and through research and customer feedback

	<ul style="list-style-type: none">• Assess current learning products to determine what already meets requirements, what needs to be enhanced, where the gaps are and what is needed to fill the gaps• Identify the most effective technologies (including Learning Management System (LMS) platform) for delivering the learning objectives, working to integrate with Social Traders systems and resources• Design assessment model in line with learning objectives <p>Develop</p> <ul style="list-style-type: none">• Develop and implement a full suite of engaging and impactful learning products (including facilitator led, self-paced digital and blended virtual/face to face programs) using academically sound teaching methods. Combination of enhancing existing products and creating new products• Develop new content by researching a range of topics and eliciting information from multiple sources and different people, including working with Social Traders subject matter experts (internal and external)• Develop detailed speaker notes and guidance for facilitators• Develop evaluation tools to assess the effectiveness of the learning program• Implement the development of the learning products on the relevant technology platforms <p>Deliver</p> <ul style="list-style-type: none">• Support Social Traders facilitators to deliver learning products• Deliver learning products, including workshops (in-person or virtual), webinars or video recordings• Brief Events Coordinator on training products that require logistical event support <p>Evaluate</p> <ul style="list-style-type: none">• Conduct program evaluations• Integrate feedback, learner support requirements, assessment and evaluation data into program updates, to ensure continuous improvement
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<p>Experience, competencies and skills (refer Social Traders Capability Framework as appropriate)</p>	<ul style="list-style-type: none"> • You have extensive experience in adult learning design and facilitation/teaching • You have a qualification in Adult Learning or related • You have a deep knowledge of the various principles, strategies, design methods and technologies that can be applied to adult learning design • You keep abreast of the current research in educational psychology, educational theory and learning technology • You are passionate about social impact and can demonstrate a genuine interest in learning more about social procurement • You are creative and have experience working with a small budget to create unique and engaging learning experiences • You have outstanding communication skills and the ability to break down complex ideas into simple concepts that can be understood by people with a broad range of learning styles. You can transform the boring into the interesting. • You are a natural presenter, with an energetic and relatable presentation style • You are self-driven, flexible, willing to embrace the unknown and continually learn and adapt in an ever-changing environment • You have a hands-on approach and can-do attitude and don't mind 'doing a bit of everything' • You are customer-centric and put learners' needs at the core of everything you do • You are committed to continuous improvement and are an expert at building effective feedback mechanisms and assessments to maximise engagement and learning outcomes • You are highly organized, detail-oriented, and skilled at working with a wide range of stakeholders, often with competing priorities, and delivering on requirements
<p>Key relationships</p>	<p>Internal</p> <ul style="list-style-type: none"> • Growth Services team • Market Operations team • Marketing team

	External <ul style="list-style-type: none">• Certified Social Enterprises (as customers and subject matter experts)• Business & Government Members (as customers and subject matter experts)
Remuneration	Salary dependent on relevant qualifications, experience and skills.