Australian Lutheran College
Position Description

Position title: **Project Support Officer**

Position abbreviation	PSO
Line manager	Director of VET
Business unit	Learning and Teaching
Classification	ALC Level 5 (0.4 FTE)
Award/Employment terms	ALC Employee Enterprise Agreement
Duration	Initial 12 month contract
Location	North Adelaide (preferred, but negotiable)
Position created	6 September 2019

Objective of position

This position
- provides support in the development and review of training content for use both within ALC's Learning Management System (iLearn) and in face-to-face environments (e.g. workshops and webinars). This includes material from both external agencies and ALC course material.
- gathers feedback data to help improve training materials and online navigation.

Primary delegations and responsibilities

This position
- reports directly to the Director of VET
- works collaboratively with other ALC Training staff, ALC VET staff and technical support staff.

Key responsibility areas

The key responsibility areas are the major outputs for which this position is responsible but are not a comprehensive statement of the position activities.
- Assist with the development, update and review of online content for external agencies, including the LCA Professional Standards Department, LCA Church Worker Support Department and LCA Local Mission.
- Support the ongoing development and update of material required for face-to-face training (e.g. PowerPoint Slides, handouts).
- Assist with the design and development of content for training programs of ALC, including VET subjects and ALC short courses.
- Gather feedback from participants through a variety of methods (e.g. feedback forms, emails, phone calls) and uses this information to make improvements to training content and online navigation.
- Provide backup technical support to participants who engage with ALC Training, mainly through the iLearn Support emails.
- Provides administrative support across the college, as required.
- Other duties as directed by the Director of VET.

Key selection criteria

The following knowledge, skills and abilities relate to this position:

Qualifications
- 1–2 years' experience in a similar employment position preferred but not essential
- Certification or proven experience in design products (e.g. PowerPoint, graphic design, Adobe Pro, Canva)

Experience
- Knowledge and experience in working with a Learning Management System (Moodle preferred)
- Knowledge and experience in online instructional design, including the use of authoring tools (e.g. Articulate, H5P)
- Understanding of HTML coding and CSS
- Knowledge of the Lutheran Church and its national structure
- Understanding of effective content delivery and learning styles for both online and face-to-face delivery

Professional skills
- Ability to create content in an online environment to a professional standard
- Ability to use a variety of computer software, especially PowerPoint
- High level skills in written communication, including creativity
- Methodical, practical and creative approaches to project work

Personal requirements
- Ability to work both collaboratively and independently
- Ability to problem-solve and show initiative
- Confidence in networking and relationship building with stakeholders
- Appropriate prioritising and time management skills

General terms of appointment

All employees must
- be willing to work in an environment of the Lutheran Church and actively demonstrate empathy and understanding for the needs of the Church and its community
- participate in the annual performance planning and review process
- agree to abide by all policies of ALC
- observe and comply with the ALC Work Health and Safety policies and procedures.