



# Job description

## Haere mai

This job description is your go-to place for all the ins and outs of this role at Internal Affairs

## Instructional Designer

### Te Ara Manaaki, Service Delivery and Operations

The purpose of this role is to contribute to a variety of design work-streams including user based and service design but with a primary focus on design of learning interventions to meet the needs of the Branch.

- **Reporting to:** Training Lead, Te Ara Manaaki
- **Location:** Wellington
- **Salary range:** TBC

### What we do matters – our purpose

Our purpose is to serve and connect people, communities and government to build a safe, prosperous and respected nation.

In other words, it's all about helping to make New Zealand better for New Zealanders.

### How we do things around here – our principles



#### We make it easy, we make it work

- Customer centred
- Make things even better

#### We're stronger together

- Work as a team
- Value each other

#### We take pride in what we do

- Make a positive difference
- Strive for excellence

### Working effectively with Māori

Te Aka Taiwhenua – our Māori Strategic Framework – enables us to work effectively with Māori. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.

What you will do to contribute	As a result we will see
<p><b>Learning design and development</b></p> <ul style="list-style-type: none"> <li>Effectively scope business needs for learning and development programmes and courses</li> <li>Communicate the proposed approach to stakeholders</li> <li>Design and develop quality learning resources that demonstrate good practice, facilitate effective learning, and apply a range of learning methodologies, including the internal design and development processes</li> <li>Ensure learning design is fit for purpose and cost effective</li> <li>Develop appropriate assessment and evaluation mechanisms for elearning and face-to-face learning solutions</li> </ul>	<ul style="list-style-type: none"> <li>New course development needs are well understood prior to commencement of work</li> <li>Stakeholders are well informed of the development process and planned outcomes</li> <li>Learning programmes are fit for purpose and meet the needs of the business and learners</li> <li>Design of materials are fit for purpose, using appropriate methods of delivery</li> <li>Learner's achievements are measurable and competence of staff is able to be recorded</li> </ul>
<p><b>Train the trainer</b></p> <ul style="list-style-type: none"> <li>Assists with the creation of Learning Facilitator development plans</li> <li>Coach Learning Facilitators and Business Coaches on-the-job prior to release</li> </ul>	<ul style="list-style-type: none"> <li>Facilitator development is well planned and managed</li> <li>Learning Facilitators and Business Coaches are prepared to deliver release training</li> </ul>
<p><b>Relationship management and consultation</b></p> <ul style="list-style-type: none"> <li>Establish and maintain effective working relationships with Managers, Team Leaders, and Te Ara Manaaki programme teams</li> <li>Consult with key stakeholders to develop a thorough understanding of impacted business unit's operations and key operational considerations for learning design and delivery</li> <li>Develop learning interventions that are tailored to the operational imperatives of the business and support excellent customer service</li> </ul>	<ul style="list-style-type: none"> <li>Clear expectations on timeframes, outcomes, and deliverables are set with stakeholders</li> <li>Training design and documentation activities are supported through effective communication and relationships ensuring free flow of information</li> <li>The customer (both internal and external) is always at the forefront of design and activities</li> </ul>

<p><b>Process management</b></p> <ul style="list-style-type: none"> <li>• Contribute to Te Ara Manaaki including: <ul style="list-style-type: none"> <li>◦ Becoming familiar working in an agile environment</li> <li>◦ Working with Te Ara Manaaki teams to identify and scope the business learning requirements</li> <li>◦ Assessing the implications for learning development resource</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Scopes of work are clearly defined, and project plans clearly identify resource implications</li> <li>• Work is delivered on time and to specification</li> <li>• Measurable outputs are agreed upfront</li> <li>• Teams are well informed of impacts on staff training and capability building requirements if they are to meet project deadlines</li> </ul>
<p><b>Competent use of technology</b></p> <ul style="list-style-type: none"> <li>• Maintains in-depth knowledge of instructional design technology</li> <li>• Makes appropriate choices in the use of technology to produce and adapt learning materials</li> <li>• Shares knowledge and expertise with others in the team</li> </ul>	<ul style="list-style-type: none"> <li>• Able to use all necessary technology to achieve required outcomes. Includes but not limited to: <ul style="list-style-type: none"> <li>- MS Office products</li> <li>- Articulate Storyline (or other similar authoring software)</li> <li>- Moodle Totara</li> </ul> </li> </ul>
<p><b>Innovation and continuous improvement</b></p> <ul style="list-style-type: none"> <li>• Contribute to continuous improvement and learning of the Te Ara Manaaki Training Team, through sharing of new trends, tools and knowledge</li> <li>• Take responsibility for own professional development including best practice learning methodologies and technology</li> <li>• Provides technical expertise in learning methodologies and coaches other members of the team in technical instructional design skills</li> <li>• Design skills shared with other member of the Training Team</li> </ul>	<ul style="list-style-type: none"> <li>• Training courses are engaging for learners</li> <li>• Training resources are acknowledged for their quality and effectiveness</li> <li>• Assists with the communication of workshop outputs</li> </ul>
<p><b>Health and safety (for self)</b></p> <ul style="list-style-type: none"> <li>• Takes responsibility for keeping self free from harm</li> <li>• Follow safe working procedures</li> <li>• Report incidents and hazards promptly and suggest remedies where appropriate</li> <li>• Know what to do in the event of an emergency</li> <li>• Co-operate in implementing rehabilitation plan</li> </ul>	<ul style="list-style-type: none"> <li>• Health and safety guidelines are followed</li> </ul>

Who you will work with to get the job done		Advise	Collaborate with	Influence	Inform	Manage/lead	Deliver to
Internal	Te Ara Manaaki Training Lead	✓			✓		✓
	Te Ara Manaaki Training Team	✓	✓	✓	✓		✓
	Business Readiness and Engagement Team	✓	✓	✓	✓		✓
	Business Capability Team	✓	✓	✓	✓		
	SDO Subject Matter Experts	✓	✓	✓	✓		✓
	SDO Managers and Team Leaders	✓		✓	✓		✓
	Other Te Ara Manaaki staff	✓	✓	✓	✓		
External	L&D professionals from other Government agencies		✓		✓		

Your success profile for this role	What you will bring specifically
<p>At DIA, we have a Capability Framework to help guide our people towards the behaviours and skills needed to be successful. The core success profile for this role is <a href="#">Valued Contributor</a>.</p> <p><b>Keys to Success:</b></p> <ul style="list-style-type: none"> <li>• Customer Focus</li> <li>• Continuous improvement</li> <li>• Teamwork and peer relationships</li> <li>• Action oriented</li> <li>• Self-development and learning</li> <li>• Functional and technical skills</li> </ul>	<p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Proven experience delivering technical training using elearning and face-to-face resources and activities</li> <li>• Experience with Articulate Storyline</li> <li>• Proven ability to develop and effectively manage relationships with key stakeholders</li> <li>• Experience with Moodle or Totara, or other Learning Management System</li> <li>• Experienced with the MS Office suite of software</li> </ul> <p><b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>• A qualification or equivalent experience in Instructional Design or education</li> <li>• Knowledge of adult learning principles</li> </ul> <p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>• Skills in applying adult learning principles to meet needs of course participants</li> <li>• Excellent communications skills – written, verbal and visual</li> <li>• Excellent relationship management skills</li> <li>• Excellent plain English writing skills (including grammar and punctuation)</li> <li>• Analytical and problem-solving skills</li> <li>• Able to effectively prioritise</li> </ul> <p><b>Other requirements:</b></p> <ul style="list-style-type: none"> <li>• New Zealand Citizenship</li> <li>• Security clearance – Confidential level</li> </ul>