



Job description

Haere mai

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

Senior Advisor (Instructional Design and Delivery)

Operations, Service Delivery and Operations

This role provides advanced expertise, mentoring and advice in instructional design for Service Delivery and Operations. Leading significant training design projects and providing support to other staff undertaking design work are key components of this role.

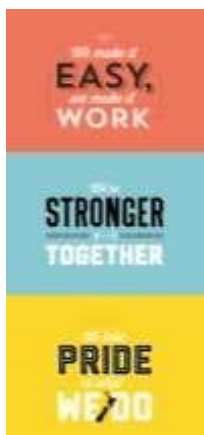
- **Reporting to:** Manager Business Capability
- **Location:** Wellington
- **Salary range:** Corporate H

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 centered
- 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.

Te Ara Vaka – our branch's Pacific Strategy – ensures our Pacific staff, communities and stakeholders have strong and meaningful relationships with Te Tari Taiwhenua. We understand and fulfil our legislative and mandated responsibilities to Pacific Peoples and support the uplift in cultural capability across the branch and wider department.

What you will do to contribute	As a result we will see
<p>Design and Development</p> <ul style="list-style-type: none"> • Designs and develops learning resources that result in effective behavioural change by: <ul style="list-style-type: none"> ○ Effectively scoping business needs ○ Utilising appropriate data and analysis to identify learning needs ○ Leveraging knowledge of good design practice and development methodologies applying a range of adult learning methodologies ○ Producing high quality learning materials • Mentors other staff as they develop basic skills in instructional design <ul style="list-style-type: none"> ○ Providing effective sessions (“train the trainer”) for the SDO Business Capability Team and others as required. <p>Contributes to design and development standards and procedures and delivers against these</p>	<ul style="list-style-type: none"> • Learning outcomes meet agreed Business needs • Learning design incorporates current best practice techniques and methodologies • Design is fit for purpose using appropriate methods of delivery for the content based on appropriate data and analysis • Staff develop instructional design capability
<p>Relationship management and consultation</p> <ul style="list-style-type: none"> • Liaises with senior managers to understand and negotiate strategic priorities and directions • Establishes effective working relationships with business group managers, team leaders and external agency/Government SMEs • Represents Learning and Development teams on project steering groups and external working parties as required • Takes an active role in the departmental L&D network • Consults with key stakeholders to: <ul style="list-style-type: none"> ○ Understand each business unit’s operations ○ Contribute to the effective management of conflicting learning priorities • Develops learning programmes and interventions that are tailored to the needs of the business 	<ul style="list-style-type: none"> • Senior managers are satisfied with the learning support provided for their business unit • Training design and documentation activities are supported through effective communication and relationship management ensuring free flow of information • Prioritisation of work is accomplished through effective engagement with stakeholders and Manager Business Capability

<p>Project management</p> <ul style="list-style-type: none"> • Works with project and leadership teams to identify and scope business learning requirements • Manages development projects and applies project methodology and tools • Assesses resource implications relating to learning and development projects • Monitors team work allocation and assists with resolving resource and time conflicts • Works with project managers to ensure that learning outcomes are measured • Reviews learning outputs for quality and consistency. • Input into work prioritisation activities 	<ul style="list-style-type: none"> • Projects are well planned and resourced appropriately • Project prioritisation decisions are well supported by available data • Progress towards deliverables is able to be tracked • Projects are completed within agreed timeframes with minimal delays or over runs
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<p>Process improvement</p> <ul style="list-style-type: none"> • Creates innovative options in instructional design and transfers new knowledge to other team members • Takes an active role in process improvement, enabling the SDO Business Capability Team to produce high quality learning resources • Uses innovative techniques, conveys skills and knowledge to learners in ways that are both effective and inspiring 	<ul style="list-style-type: none"> • Learning is fit for purpose and achieves required outcomes for the business • Learning solutions are engaging for learners • Learning solutions and resources are acknowledged for their quality and effectiveness
<p>Professional development and performance</p> <ul style="list-style-type: none"> • Coaches/mentors other members of the SDO Business Capability team in technical instructional design skills • Provides technical expertise in learning methodologies • Takes responsibility for own professional development in instructional design, learning and development and technology • Takes responsibility for own performance management and achievement of performance objectives 	<ul style="list-style-type: none"> • Knowledge is shared with others for the benefit of the business • Continuous improvement of outcomes from instructional design activities is achieved
<p>Health and safety (for self)</p> <ul style="list-style-type: none"> • Take responsibility for keeping self-free from harm • Follow safe working procedures • Report incidents and hazards promptly and suggest remedies where appropriate • Know what to do in the event of an emergency • Co-operate in implementing rehabilitation plan 	<ul style="list-style-type: none"> • Health and safety guidelines are followed

Who you will work with to get the job done		Advise	Collaborate with	Influence	Inform	Manage/lead	Deliver to
Internal	Business Capability Manager	✓		✓	✓		✓
	SDO Business Capability Team	✓	✓	✓	✓	✓	✓
	SDO managers and Team Leaders		✓	✓	✓		✓
	Project managers	✓		✓	✓		✓
	DIA staff involved in learning initiatives			✓	✓		✓
	HR Development L&D team		✓				
External	Public service Instructional Designers		✓		✓		
	Other external learning providers	✓	✓	✓	✓	✓	
	Other partner public sector 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 behavior's and skills needed to be successful. The core success profile for this role is Valued Contributor.</p> <p>Keys to Success:</p> <ul style="list-style-type: none">• Customer Focus• Continuous improvement• Teamwork and peer relationships• Action oriented• Self-development and learning• Functional and technical skills	<p>Experience:</p> <ul style="list-style-type: none">• Demonstrated history of designing, developing and delivering learning initiatives• Proven experience providing coaching and developing others• Demonstrated history of increasing organisational performance through the development of staff• Proven experience working in a complex, operationally focused business• Demonstrated experience as a learning and development practitioner in the public sector and/or a regulatory agency• Proven ability to develop and manage relationships and expectations with key stakeholders, including senior managers within a large complex organisation <p>Knowledge:</p> <ul style="list-style-type: none">• Demonstrated knowledge of instructional design principles and methodologies• Demonstrated business knowledge, including experience in designing business processes and learning solutions• Demonstrated understanding of quality assurance principles• Demonstrated understanding of design techniques for adult learners

Your success profile for this role

What you will bring specifically

Skills:

- Proven technical expertise with instructional design tools such as Articulate Storyline, Adobe suite, Totara LMS
- Demonstrated ability to implement measures of effectiveness, including assessment, evaluation and reporting
- Learning agility with new instructional design software
- Proven ability to manage projects within a large complex organisation
- Business nous; curiosity, innovation and improvement capabilities

Other requirements:

- Relevant tertiary qualifications (preferred)
- New Zealand Citizenship
- Security clearance
- Willingness to take on challenges and new responsibilities