



Role Description

Title:	Professional Learning Specialist	Location:	Toowoomba Catholic Schools Office
Reports to:	Manager: Professional Learning	Classification:	Professional Officer Level 3
Directorate:	People and Engagement Services	Tenure:	Full time, Fixed term

1.0 Purpose

The Professional Learning Specialist role is primarily to enable a strategic approach to the design, coordination and delivery of professional learning across Toowoomba Catholic Schools (TCS). Central to this is supporting the enterprise Professional Learning Management System (PLMS) for the administration, coordination, data collection of online, face to face and hybrid professional learning and training for TCS staff.

This role is pivotal and requires dynamic oversight of the PLMS and support of TCS staff in their delivery of high-quality professional learning solutions, responsive to the strategic direction and evolving needs of school communities.

2.0 Experience and qualifications

Essential

- relevant qualification in Education, Learning and Development and/or equivalent experience in a similar teaching or training role
- experience in learning design and development, eLearning methodologies, and coordinating professional learning
- demonstrated knowledge of authoring tools, multimedia software, along with high proficiency in Microsoft 365
- demonstrated practical experience in Learning Management Systems and database management
- demonstrated exceptional skills in project coordination, problem solving and time and task management, including organising and prioritising workloads, with the highest attention to detail
- demonstrated effective customer service, collaborative and interpersonal skills
- empathy with the values and ethos of the Catholic faith

3.0 Key result areas

- 3.1 contributes to and promotes the development, alignment, attainment and review of the mission and strategic goals for the Diocese of Toowoomba Catholic Schools (TCS)
- 3.2 manages and coordinates the development, operational requirements and delivery of the PLMS, including leading and providing tailored support to multiple users and diverse role holders

- 3.3 supervises online developments relating to the PLMS and continuously review all related processes and support documentation for quality assurance purposes
- 3.4 collaborate and consult with TCSO staff to develop strategies, procedures and guidelines relating to eLearning solutions.
- 3.4 collaborates, consults and communicates with staff across TCS to ensure that high professional standards are met in the design, development, delivery of online, face to face and hybrid professional learning and training solutions for TCS staff.
- 3.5 completes other duties that are directed as needs change or grow, if the duties are consistent with the purpose of this position and any relevant legal and/or industrial obligations

4.0 Statement of responsibility

While at work the role holder must

- take reasonable care for his or her own health and safety
- take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons
- comply, so far as the role holder is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with the Work Health and Safety Act
- cooperate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.

5.0 Statement of duties

The information detailed above is an accurate reflection of this role. Attached to this role description is a **duties statement** that covers a selection of activities in which the incumbent might engage. The list is neither prescriptive nor exhaustive.

Duties statement

Professional Learning Specialist

Please note: this statement links to the key result areas in the Role Description.

3.1 contribute to and promote the development, alignment, attainment and review of the mission and strategic goals for the Diocese of Toowoomba Catholic Schools (TCS)

- contribute as a member of the PES Directorate to achieve the strategies set out in the PES Strategy and the TCS Strategic Plan
- attend professional learning and development as appropriate
- document and report on the progress of initiatives in the PES Strategy and the TCS Strategic Plan as required

3.2 manage and coordinate the development, operational requirements and delivery of the PLMS, including leading and providing tailored support to multiple users and diverse role holders

- project manage the rollout of Pulse and the transition of Pulse into business as usual practices.
- analyse and problem solve PLMS issues, in conjunction with, Information Services, external software consultants and other key stakeholders, where necessary
- be a lead source of advice in defining processes to support best practice operations of PLMS
- monitor operations and initiate a range of processes and actions to promote the consistency, quality, and integrity of the PLMS for TCS to provide efficient and quality capture of professional learning of staff
- provide a source of high-quality advice and information to persons coordinating professional learning within individual directorates, facilitators, and end users in response to PLMS support issues and incidents
- enable more effective and efficient operational usage by maximising user understanding and application of LMS functionality through training, learning resources and support materials
- collect, audit, analyse system data regarding professional learning in TCS for ad hoc reports and to inform decision making, system analysis and reporting to external governance authorities

3.3 supervise online developments relating to the PLMS and continuously review all related processes and support documentation for quality assurance purposes

- liaise with Information Services (IS) and external software consultants for enhancements to system efficacy
- alert and collaborate with IS to coordinate and verify aspects of the system requiring enhancements or changes to address user issues or concerns, including new developments and enhancements
- monitor and prioritise all correspondence relevant to the PLMS requiring attention and disseminate for action
- establish and provide support and a distinctive quality customer service
- advise the Manager: Professional Learning in a timely manner of any irresolute issues
- coordinate and undertake user acceptance testing and provide feedback on proposed application releases
- review, verify, revise, and endorse user documentation to support online system developments
- monitors, analyses and compares client needs and system delivery capacity to ensure fitness for purpose, sourcing enhancements and remodelling LMS processes for fit

- perform alternative associated duties and tasks as designated by the Manager: Professional Learning

3.4 collaborate and consult with TCSO staff to develop strategies, procedures and guidelines relating to eLearning solutions

- provide advice, develop strategies, procedures and guidelines relating to eLearning solutions in collaboration and consultation with TCSO staff to ensure a consistent approach that aligns with the TCS strategic plan
- develop and contribute to professional learning policies, procedures, guidelines and frameworks
- train and support content writers, administrative support officers and online authors to ensure consistency application of professional learning procedures and methods
- develop and disseminate procedures and guidelines relating to professional learning solutions entered the PLMS
- upskill and support TCS staff to access professional learning through the approved corporate channels to capturing of completions and other professional learning data
- author and, with approval, release periodic communications on professional learning updates and requirements
- provide guidance on learning proposals against APST and accreditation standards
- oversee an electronic filing system that captures system course and individual records for audit purposes
- direct and assist supervisors and managers in their work with the reporting tool

3.5 collaborate, consult and communicate with staff across TCS to ensure that high professional standards are met in the design, development, delivery of online, face to face and hybrid professional learning and training solutions for TCS staff

- manage the coordination and construction of the TCSO professional learning master calendar in alignment with the PLMS, liaising with TCS stakeholders at all levels of the organisation and conveying a cross-directorate coordination committee
- analyse and map professional learning needs across TCS to ensure staff have the capabilities to satisfy current and emerging needs within the Diocese
- liaise and consult with key stakeholders, Subject Matter Experts (SMEs) and TCSO staff to identify needs and develop appropriate professional learning solutions aligning to the TCS strategic plan
- advise on the design and development of professional learning artefacts in collaboration with key stakeholders, as required to support TCS initiatives
- evaluate and update professional learning resources and artefacts in response to feedback and continuous improvement initiatives

3.6 completes other duties that are directed as needs change or grow, if the duties are consistent with the purpose of this position and any relevant legal and/or industrial obligations

- assist with cohort-specific professional learning days, including workshops and events
- represent PES mission and agenda in interactions with stakeholders and external agencies
- maintain highly functional and collaborative working relationships with colleagues by interacting effectively, contributing to discussions and seeking advice
- understand and accept the contributions of others in a multi-disciplinary and collaborative environment to provide a highly competent and seamless service to TCS
- establish and maintain effective communication networks with stakeholders
- work collaboratively with stakeholders in the provision of appropriate, efficient and effective practices that support professional learning across TCS
- contribute positively as a team member at team meetings

- duties may include the completion of project work that presents itself during the operational and strategic review of the actions associated with the PES Directorate Strategy, TCS Strategic Plan or other directorate strategies