

Role Description

Learning Management System (LMS) Administrator

Role Description Fields	Details
Cluster	Stronger Communities
Department/Agency	Legal Aid NSW
Division/Branch/Unit	Human Resources
Classification/Grade/Band	Clerk Grade 5/6
ANZSCO Code	53111
PCAT Code	1119192
Date of Approval	15 August 2024
Agency Website	www.legalaid.nsw.gov.au

Agency overview

Legal Aid NSW is the largest legal aid agency in Australia, comprising a Central Sydney office and 28 regional offices in metropolitan and regional centres across NSW including the two satellite offices located at Walgett and Bourke and a number of specialist services and advice clinics. It was established under the *Legal Aid Commission Act 1979* as an independent authority to assist economically and socially disadvantaged people to understand and protect their rights in the legal system. People with disabilities, from culturally and linguistically diverse backgrounds, women and children, Indigenous people and people with mental illness are some of the groups who may experience difficulties when enforcing and defending their rights.

Working in partnership with private lawyers, Legal Aid NSW provides legal advice, information and minor assistance and legal representation to eligible people in many areas of law. Legal Aid NSW also provides alternative dispute resolution services, community legal education programs, and publications on legal issues.

Primary purpose of the role

The Learning Management System (LMS) Administrator works within the Learning and Organisational Development (LOD) team to administer the learning management system across Legal Aid NSW. This role supports the delivery of high-quality, reliable and professional learning services, which in turn support the people of Legal Aid NSW to serve our clients.

Key accountabilities

- Provide a central point of contact and subject matter expertise for users of the LMS.
- Uploading and inputting data to the LMS, including learning program schedules, learning pathways, learning content, and external learning transcripts and data.
- Develop written and digital resources and facilitate information sessions for end users, learning designers and other stakeholders to ensure the effective use of the LMS.
- Develop, maintain and administer a register of LMS content and content owners, ensuring content is regularly audited, reviewed and updated.
- Provide regular and ad-hoc reports of LMS usage, course completions and evaluations.

- Develop, review and update L&OD intranet content, including a learning calendar.

Key challenges

- Developing strong partnerships and working relationships with a range of internal and external stakeholders.
- Balancing a range of competing and conflicting work priorities and/or workflows, requiring engagement with and effective management of stakeholder expectations.
- Maintaining technical expertise and knowledge of best practice whilst supporting the team through the appropriate processes, systems, and policies to achieve business outcomes.

Key relationships

Internal

Who	Why
Manager, Learning and Organisational Development	<ul style="list-style-type: none"> • Direction, support and development
Learning and Organisational Development team and Legal Aid NSW learning colleagues	<ul style="list-style-type: none"> • Collaboration, support and development
ICT team	<ul style="list-style-type: none"> • Collaboration, escalation of support issues

External

Who	Why
LMS vendor	<ul style="list-style-type: none"> • Communication on system updates, seeking information to resolve issues
External LMS users	<ul style="list-style-type: none"> • Instruction and support
Other public sector agencies / departments	<ul style="list-style-type: none"> • Clarify or seek information

Role dimensions

Decision making

The role works with a level of autonomy in day-to-day priorities, applying specialised knowledge, skills and professional judgement to achieve outcomes. The role provides advice and escalates issues to the Manager, LOD.

Reporting line

Manager, Learning and Organisational Development

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Proficiency in using Learning Management Systems, including learner administration, program management and reporting.
- Proficiency in creating and updating intranet content using Sharepoint
- Experience supporting system users, including creating learning support resources and conducting information sessions for individuals and small groups.

Essential requirements

- Extensive experience and knowledge of Learning Management Systems and learning modules created to comply with SCORM standards.

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.


The capabilities are separated into focus capabilities and complementary capabilities

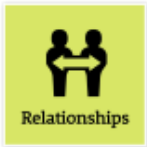
Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none">• Adapt existing skills to new situations• Show commitment to achieving work goals• Show awareness of own strengths and areas for growth, and develop and apply new skills• Seek feedback from colleagues and stakeholders• Stay motivated when tasks become difficult	Intermediate



Communicate Effectively

Communicate clearly, actively listen to others, and respond with understanding and respect

- Focus on key points and speak in plain English
- Clearly explain and present ideas and arguments
- Listen to others to gain an understanding and ask appropriate, respectful questions
- Promote the use of inclusive language and assist others to adjust where necessary
- Monitor own and others' non-verbal cues and adapt where necessary
- Write and prepare material that is well structured and easy to follow
- Communicate routine technical information clearly

Intermediate



Commit to Customer Service

Provide customer-focused services in line with public sector and organisational objectives

- Take responsibility for delivering high-quality customer-focused services
- Design processes and policies based on the customer's point of view and needs
- Understand and measure what is important to customers
- Use data and information to monitor and improve customer service delivery
- Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers
- Maintain relationships with key customers in area of expertise
- Connect and collaborate with relevant customers within the community

Adept



Plan and Prioritise

Plan to achieve priority outcomes and respond flexibly to changing circumstances

- Understand the team and unit objectives and align operational activities accordingly
- Initiate and develop team goals and plans, and use feedback to inform future planning
- Respond proactively to changing circumstances and adjust plans and schedules when necessary
- Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals
- Accommodate and respond with initiative to changing priorities and operating environments

Intermediate



Think and Solve Problems

Think, analyse and consider the broader context to develop practical solutions

- Identify the facts and type of data needed to understand a problem or explore an opportunity
- Research and analyse information to make recommendations based on relevant evidence
- Identify issues that may hinder the completion of tasks and find appropriate solutions
- Be willing to seek input from others and share own ideas to achieve best outcomes
- Generate ideas and identify ways to improve systems and processes to meet user needs

Intermediate



Technology

Understand and use available technologies to maximise efficiencies and effectiveness






- Identify opportunities to use a broad range of technologies to collaborate
- Monitor compliance with cyber security and the use of technology policies
- Identify ways to maximise the value of available technology to achieve business strategies and outcomes
- Monitor compliance with the organisation's records, information and knowledge management requirements






Adept

Complementary capabilities



Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational

	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational

Occupational Specific Complimentary Capabilities

Capability group/sets	Capability name	Description	Level
	Workforce insights	Establish and maintain workforce management systems, data and analysis to support evidence-based decision making	Level 1
	Employee services	Deliver customer focused services to optimise the employment life-cycle experience at an individual and organisational level	Level 1