A black and white logo

Description automatically generated

|  |  |  |
| --- | --- | --- |
| **Position Description** | | |
| Job title: | | Instructional Designer |
| Location: | | Head Office, Lower Hutt |
| Reporting to: | | Learning and Development Manager |
| Direct Reports: | | - |
| Date: | | March 24 |
|  | | |
| **Purpose** | | |
| The purpose of the Instructional Designer role is to create engaging learning experiences that empower learners and drive organisational success. This involves crafting transformative instructional materials using modern technology, research-based methods, and collaborative teamwork.    The role focuses on inspiring lifelong learning, fostering skill development, and facilitating meaningful progress for individuals and teams. The Instructional Designers also contribute to a culture of continuous improvement and professional development through their excellence, creativity, and learner-centered design approach. | | |
| Result Area | Activities | |
| Design Delivery | * Proactively lead the instructional design component of learning projects, ensuring that instructional recommendations are efficient, effective, and fit for purpose.      * Take responsibility for ensuring stakeholder needs are met, by working in a collaborative way with key business representatives and subject matter experts. * Identify target audience’s (both internal & client facing) training needs and create engaging eLearning materials to meet these needs. * Design hybrid learning experiences that will engage, grow and nurture Smartly’s offering. * Create online webinar content suitable for both internal & external customer training. * Conduct quality checks on materials to ensure accuracy, consistency, and adherence to design standards. * Participate in and where required, lead post-implementation reviews to identify learning/improvement opportunities. * Design professional and progressive instructional content that uses industry leading approach across a range of graphic design applications and Learning Management Systems. * Gather feedback from learners and stakeholders to continuously improve and update content. | |
| Project Management | * Manage multiple projects simultaneously, adhering to deadline and project milestones. * Communicate effectively with team members, providing regular updates on project progress | |
| Stakeholder relationship management | * Develops and nurtures relationships with key stakeholders internally such as Help Desk, Sales, Onboarding, Marketing and Finance. * To contribute to the overall success of the business by playing an active role in the Learning & Development team. * Influences other teams to improve the overall customer experience. * Co-ordinates effectively with third parties to achieve desired outcomes. * Ability to develop and maintain strong relationships and engage, facilitate, and collaborate across a range of different stakeholders, including taking an advisory role in relationships. | |
| Other Duties | * Carry out other duties as requested | |
| Experience and Qualifications | | |
| Tertiary degree in a relevant discipline or 3+ years' experience in Learning and Development in a relevant role  Experience in the creation of customer facing eLearning material  Experience in leading and managing change, specifically in process re-engineering desirable  Experience with MS Office Applications  Knowledge and experience using the Articulate 360 suite or similar  In-depth knowledge of customer services software, databases, and CRM systems  Proven communication, influencing, negotiation, interpersonal and report writing skills  Experience in creating a certification programme (desirable) | | |
| Key Competencies | | |
| Strong work ethic and aligned to organisational values and ethics  Strong numeric and analytical skills  Effective work organisation skills with an ability to manage a wide variety of tasks  Well-developed oral, written, and interpersonal skills  Creative thinker  Highly developed problem-solving skills  Integrity and Trust  Listening skills  Customer Focus  Drive for results  Self-motivated and proactive  Initiative, drive, and action oriented  Flexibility  Energetic and motivating individual | | |