

# Person Specification

Refer to Our Capabilities - Shared Services staff  
for the generic competencies required

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<b>Position Title:</b>	LMS Administrator and L&PD Coordinator
<b>Career Stage / Role Type:</b>	Coordinator
<b>Practice Group / Shared Service:</b>	People and Development
<b>Direct Reporting:</b>	Learning & Professional Development Manager (L&PD)
<b>Functional Reporting:</b>	Head of Talent & Capability (T&C)
<b>Date Created / Last Edited:</b>	February 2010/12 May 2016

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## Position Summary

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This role is newly redesigned to reflect that of a learning systems specialist. It is chiefly responsible for the creation, organisation and enablement of various forms of learning and development through Helix, the firm's Learning Management System (driven by Cornerstone On Demand), and to drive and hands-on support the realisation of Helix as a valuable tool for our Partners and Staff. This includes overall Learning System Administration, achieved in cooperation with what will evolve to become a network of Helix "Super Users" throughout the firm. This role will also work with the P&D Systems Manager (Melbourne) regarding the Cornerstone On Demand system as to the Core System Administration).

While all the above responsibilities are National in nature, as a secondary responsibility and in conjunction with other team members in T&C and People & Development, the role will support the local delivery (in Sydney) of certain classroom based training. As a member of the T&C team, this role will also assist in the co-ordination and delivery of firm wide Learning and Development programs, providing training data and reports, and providing general assistance to other members of the T&C team as needs arise.

## Key Accountabilities

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- **LMS – BAU Administration (estimated at 40% of time in role)**
  - Manage the Learning Catalogue including maintaining Learning Object settings (such as skills alignment, competency alignment, establishing and maintaining topic structure, creating and working with associated image(s), setting up pre/post work, setting up pre-requisites and completion workflow, adapting where needed the approval workflow, setting up default and custom Helix-driven emails and notifications, leveraging recommendations, and setting up and reporting on evaluations).
  - Providing expert LMS support to establish and grow the skills of "super-users" i.e. secretaries and other key users throughout the firm, regarding course creation, leveraging technologies (such as webinars and virtual classrooms), setting up events and sessions, use of curricula, creating Courses and Events where necessary with parts and sequencing, custom forms, custom quizzes, etc. Coach super-users on how to effectively use pre-registration, waitlisting, expressions of interest, rosters, sign-in sheets, etc. Limit and target groups for development and participation using the OU structures in Helix to their intended effect.

- Master and apply the inbuilt CSOD tools for authoring and content loading.
  - Publish and deploy all kinds of learning objects within the LMS, specifically but not limited to, mixed curriculum, libraries, courses, events, quizzes and assessments using dynamic assignment (e.g. new starters induction) and role based (e.g. promotion to leadership role).
  - Create and maintain course evaluations for LMS including Kirkpatrick levels 1, 2 and 3. Develop reporting protocols for these and support feedback to content owners.
  - Ensure system integrity i.e. completions, submitting rosters after classroom sessions, elearning completions. Maintain a clean system by removing inactive or outdated Learning Objects and archiving records appropriately. Use Training Removal tools appropriately.
  - Create content assignment and approval processes in Helix according to input from the Talent & Capability Team and other providers of internal training e.g. Knowledge Management team, Technology Training team, CPD Coordinators/Education Partners and Business Development stakeholders as to Client Events.
  - Support the creation and delivery of new elearning from external vendors and providers of off-the-shelf elearning. Understand and apply the ADDIE/SAM process of Instructional Design, and work with Subject Matter Experts effectively to gain stakeholder endorsement and buy-in.
  - Generate system reports and dashboards, e.g. management reports, CPD reports, completion/pending, no-show reports and notifications, etc. ensure reports provide insightful information which help to continuously improve the centralisation and uptake of learning and improvement in Helix, and overall user experience.
  - Prepare and maintain Helix training materials, including QuickGuides and detailed KWM instruction manuals (using the CSOD Printable Guides as a base).
  - Organise and provide Helix training to staff as required, especially advanced training, in conjunction with the Technology Trainers who provide “all staff” and certain forms of training for managing Events and Sessions.
  - Monitor Helix Mailbox and Helix Hotline, and assist staff with Helix queries, using Proxying to identify and resolve issues quickly and responsively.
- **Learning Management System – Optimisation and Troubleshooting (estimated at 30% of time in role)**
    - Troubleshoot more complex issues such as security permissions (Learning System only). Manage user security groups and grant access permissions as necessary.
    - Explore new features and understand Cornerstone’s Releases processes. Make recommendations for future enhancements, refresh home pages and maintain custom pages.
    - Provide input to system development/ changes and updates by liaising with the broader CSOD user community using the Cornerstone Success Centre, its various resources and Australian user groups.
    - Assist in ensuring user data quality in the system as provided by P&D via the Payroll system (CHRIS21) and maintaining data mapping i.e. liaise with the P&D Systems Manager to ensure this is maintained at all times. Liaise to identify and resolve any issues with the Core CSOD system including data feed and automatic reconciliation of fields especially OU fields.

- Collaborate with T&C/L&PD leadership in the customisation and implementation of upgrades to the LMS and the development of stakeholder reports and dashboards as needed.
- **CPD and Professional Development Support (estimated at 20% of time in role)**
  - Together with the L&PD Manager, drive the development and embedment of new CPD protocols aimed at creating consistency and alignment of technical/professional development in the firm, especially through the effective use of Helix Events and Sessions.
  - Support and drive the continuous collection, transformation and uploading of content arising from CPD events i.e. converting PowerPoint slides and voice/video recordings into simple elearning modules.
  - Provide advice on the national MCLE/CPD schemes and compliance for Lawyers.
  - Manage CPD interactive (our e-learning provider of CPD training) and liaise with the provider, monitor usage and effectiveness
  - Liaise with Legal Regulatory Bodies e.g. NSW Law Society, Legal Profession Admission Board (LPAB).
  - Assisting Law Graduates with administration for Admissions process including communicating the process to graduates, answering any questions graduates may have, ensuring certificates of completion from the College of Law arrive on time, arranging reimbursements for lodgement with LPAB, checking over applications for practising certificates and arranging payment to the Law Society. Coordination of the Sydney Graduate admission celebration cocktail party.
- **General administration (estimated at 10% of time in role)**
  - L&PD administration including processing invoices, record keeping, scheduling meetings, room bookings, attendance recording.
  - Manage the process for providing study support, guidance and assistance for admission for overseas lateral hires.
  - Administration of external education applications and study assistant, including approving application, arranging payment and fielding enquiries from staff.

## **Key Relationships**

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- Learning & Professional Development Manager
- Head of Talent & Capability
- All T&C team members
- P&D Coordinators
- Helix Users and technology contacts
- The College of Law
- Legal /Shared Services Subject Matter Experts

- King & Wood Mallesons staff

## **Performance Indicators**

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- Continuous improvement of Helix adoption throughout the firm and building of the Learning Catalogue across all types of learning objects
- Feedback from key stakeholders regarding Helix meeting their needs and being a user friendly system
- On time delivery of Induction Program and other agreed programs
- Positive feedback from facilitators/presenters in relation to co-ordination and preparation of programs
- Accurate, on-time delivery of reports
- Positive feedback from T&C peers in working as a team to service their Helix needs, and deliver programs/workshops
- Positive feedback from clients in the implementation of learning & development programs (ie effectively communicated information, addressing requests in responsive, positive, timely manner)
- ability to manage multiple priorities

## **Knowledge**

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### **Essential**

- LMS administrator experience, ideally with recent Cornerstone On Demand experience as a System Administrator
- Excellent understanding of Microsoft Office applications (Word, PowerPoint & Outlook)
- Excellent organisational skills in coordinating delivery of a range of L&D programs and sessions

### **Desirable**

- Microsoft Mix PowerPoint Plug-in
- Instructional Design experience using authoring software (such as Captivate/Articulate or similar) and ADDIE methodologies
- Apple Studio in a Box or other multimedia filming and sound recording and editing experience
- Understanding of legal practice and the legal industry
- Experience in coordination and delivery of L&D programs and working in an HR environment
- Understanding of the legal environment and/or working in a professional services environment

## **Skills and Abilities**

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### **Essential**

The ability to:

- prioritise, organise and schedule work effectively, and at times manage competing deadlines
- anticipate and plan for impending issues and activities
- work independently on Learning and Development projects/functions as well as interacting confidently in team projects
- remain calm and positive when addressing 'urgent' and challenging requests from Staff and Partners
- demonstrate effective interpersonal skills in order to develop excellent professional working relationships with partners, staff and external providers
- apply efficient and effective project management practices to multiple learning projects simultaneously.
- utilise strong client relationship building skills – able to develop excellent professional working relationships with key stakeholders
- be an enthusiastic, collegiate and committed member of the team
- take a practical approach and be solutions focussed
- use effective organisational skills in order to coordinate and implement a range of programs

## **Equal Employment Opportunity**

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### **For Support staff and Specialist staff**

King & Wood Mallesons requires all partners and staff to maintain an awareness of the firm's policies and procedures on Equal Employment Opportunity and Affirmative Action and contribute positively to a safe working environment which is free from unlawful discrimination and/or harassment.

## **Standard Clause**

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This position description is a general guide to the position the employee holds and may change from time to time.

King & Wood Mallesons requires partners and staff to maintain a professional standard of dress, appearance and behaviour during work and at work related functions.