**JOB DESCRIPTION**

**Dayforce Learning Facilitator**

# **ABOUT UNITING**

**Our purpose:** To inspire people, enliven communities and confront injustice.

**Our values:** As an organisation we are **Imaginative, Respectful, Compassionate** and **Bold**.

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. Our focus is always on the people we serve, no matter where they are at in their life.

Our services are in the areas of aged care, disability, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of disability, lifestyle choices, ethnicity, faith, sexual orientation or gender identity. We commit to respecting children and take action to keep them safe.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

# **ABOUT THE ROLE**

**Role purpose**

The People Experience directorate has begun a significant project to transform its systems and processes, so we can support our employees to be their best at Uniting and in their career. Supporting our employees to be their best at Uniting is critical to the life-changing services we deliver. It’s also fundamental to our 10-year strategy, as delivering a great employee experience means that more people will want to join and stay at Uniting so we can grow our impact and reach more people and communities in need.

As a Dayforce Learning Facilitator, you will play a critical role in our HRIS Project Team to:

* Deliver high impact learning experiences that develop capability and confidence in our new ways of working
* Showcase system capabilities across multiple stakeholder groups
* Guide subject matter experts in a sandpit environment to assess functionality
* Support a learning team to design and develop innovative learning experiences and curriculum
* Evaluate learning events to enable continuous performance improvements, e.g., process and learning content
* Maximise change adoption with in-person and virtual system practice

# ROLE KEY ACCOUNTABILITIES

* Deliver a broad range of learning interventions, including in-person and virtual classes, demos, lunch n learn sessions, on-the-job training and 1:1 guidance
* Contribute to the design, development and evaluation of learning experiences
* Confidently establish and maintain a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.

# ABOUT YOU IN THE ROLE

As a staff member of Uniting you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

**Your directorate:**  People Experience

**You’ll report to:**  Organisational Change Lead

# YOUR KEY CAPABILITIES

**Individual leadership**

* **Inspire** - guide teams through a People Experience Transformation journey, fostering collaboration, building change champions, and effectively communicating the vision and benefits of the transformation to drive enthusiasm and engagement among all team members.
* **Improving performance -** works with others and offers suggestions to find ways of doing the job more effectively.
* **Owning the job -** takes ownership for all responsibilities and honours commitments within their own role and strives to achieve goals with a "can-do" attitude to levels of excellence.
* **Perseverance** - remains committed to completing the job in the face of obstacles and barriers.
* **Timeliness of work -** sets achievable timeframes and works to complete projects, tasks and duties on time.

**Business Acumen**

* **Organisational Operation -** displays awareness of Uniting’s business objectives and understands how personal objectives relate to those objectives.
* **Organisational Objectives -** has broad awareness of Uniting’s vision and values and how they apply to issues in the team.
* **Develops and Grows the Business –** understands team and organisational goals and works collaboratively with Team Members to achieve organisational goals**.**
* **Makes Sound Decisions –** analyses problems, seeks input from relevant people and then takes appropriate action to implement the most effective solution in a timely manner.

# YOUR QUALIFICATIONS & EXPERIENCE

**Qualifications:** Ideally, you have a related training delivery qualification such as a Certificate IV in Training and Assessment.

**Experience:**

Typically, this role will require 3-5 or more years’ experience in your field of expertise. You will have excellent written and verbal communication skills, be organized, systematic, thorough, accurate and disciplined. You will be continuing to develop in your area of expertise and be expected to provide innovative ideas to solve problems in your discipline. It is expected that you will be developing good skills at navigating a complex organisation, forging relationships, and managing through influence rather than direct authority as required.

Required

* Minimum 3 years of Dayforce learning delivery experience
* Exposure to HR transformations in large and distributed organisations
* Contribute to change management plans to prepare for go-live and sustain performance for existing and new employees in a BAU environment
* Experience contributing to learning experience design for multiple audiences, including SMEs, people leaders, employees and change champions
* Experience with multiple learning methods, including facilitated events, digital on-the-job training, coaching, simulations, etc.
* A solid understanding of how people navigate learning a new system and change their ways of working
* A people-centred and user experience mindset
* Ability to clearly articulate messages to a variety of audiences
* Excellent relationship and networking building skills
* Ability to influence others and move toward industry best practice across learning domains, including digital approaches
* Flexible and adaptable; able to work in ambiguous situations
* Organised with a natural inclination for planning and tactics
* Able to work effectively at all levels in an organisation
* Must be a team player and able to work collaboratively with and through others
* Open to the ideas of others and feedback, and a commitment to continuous improvement
* A demonstrated passion for social change and contributing to an organisation of influence for the most disadvantaged

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| **Employee Name:** | Insert employee name | **Managers Name:**  **Title** | Organisational Change Lead |
| **Date:** | Click here to enter text. | **Date:** | 5 July 2024 |
| **Signature:** |  | **Signature:** |  |