**POSITION DESCRIPTION**

**Technical Writer – HRIS Project (12-month contract)**

**Your classification:** Non-Award

**Your department:**  People Experience

**Where you’ll work:** Marsden St, Parramatta with travel to other locations as required

**You’ll report to:**  **Digital Learning Team Lead**

**Your direct reports:** Not Applicable

**Your key relationships:**  You’ll be part of the collaborative HRIS Project Team, you’ll also work with key internal stakeholders.

# **ABOUT UNITING**

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

**Our values:** As an organisation we are imaginative, respectful, compassionate and bold.

# **ABOUT THE ROLE**

This role will develop engaging and innovative technical training material, online and offline learning artifacts, including system help guides and process guides across various platforms in collaboration with key stakeholders and subject matter specialists to support the implementation of our new Human Resources Information System (HRIS) through the design and development of learning and development initiatives.

# ROLE OBJECTIVES

* To effectively design and develop technical systems training deliverables that meet the identified needs of the change plan aligned to the rollout of the HRIS.
* Work closely with members of the Learn@Uniting Team and the HRIS Project Team to develop and promote a blended learning approach for the delivery of technical training material, which includes both print and online materials.

# **YOUR RESPONSIBILITIES**

**Operational Processes**

* Use documentation tools and software to create, update, and manage technical documentation, including user manuals, installation guides, system operation manuals, and online help files.
* Ensure all documentation is clear, concise, and user-friendly
* Create diagrams, charts, and other visual aids to enhance understanding of technical content
* Translate complex, technical specifications and outputs into training material for various audiences.
* Design training material that is appropriate for the intended audience and follow Uniting’s industry standards including relevant style guides.
* Maintain awareness of and fulfil responsibilities, authorities and accountabilities as defined by Uniting’s health, safety and wellbeing management system and in adherence to the attached WHS responsibilities by role.
* Participate in and comply with all quality management systems and processes.

**Client Management:**

* Engage with the Learning@Uniting Team, the HRIS Project Team and other key stakeholders to gain a clear picture of the project’s training and education needs and understand the products which are to be developed.
* Maintain a high standard of conduct and work performance to promote our reputation with key internal and external stakeholders.
* Ensure integration and collaboration with other key members of the People Experience function to deliver seamless and impactful end to end employee experiences.

**People Management:**

* Actively engage and participate in Uniting’s performance management framework and review processes.
* Act in a manner that upholds and positively reflects Uniting’s Code of Conduct.
* Contribute to a culture of openness, feedback and productivity
* Model the values of the Uniting Church of respecting and valuing the inherent dignity and uniqueness of each person, celebrating diversity, passionately pursuing social justice and inclusion.
* Take care for the safety of yourself and others at all times and undertake work in a safe manner in accordance with policies, procedures and instructions (written or verbal) and in adherence to the attached WHS responsibilities by role.

# KEY PERFORMANCE INDICATORS

**Financial management:**

* Activities within the scope of responsibility are performed in accordance with relevant budget allocations and policy guidelines.
* Programs and training materials designed and developed on time and to budget.

**Operational processes:**

* Delivery of training material including trainer guides, participant handbooks, quick reference guides, scenario cards, presentations, elearning modules, training videos, flow charts etc.
* Training materials adhere to document control standards and organisational policies and procedures.
* Positive contribution towards delivering Learning and Development led projects/initiatives on brief, on time and within budget.
* Achievement against an individual work plan that aligns with HRIS Project timelines and deliverables.

**Client management:**

* Key stakeholders understand and endorse the training material and how it will be delivered, and demonstrate support for its implementation.
* Effective client relationships in place and stakeholders indicate high levels of satisfaction with service delivery.

**People management:**

* Standards of professional behaviour demonstrate alignment with Uniting’s values and are effectively role modelled in all workforce interactions.
* Participate in continuous conversations and the formal annual performance review process.

# THE IMPORTANT DETAILS

**Qualifications:**

* Bachelor's Degree in Education, Instructional Design, English, Communications or related subject, Cert IV in Technical Writing, or demonstrated equivalent knowledge and/or experience

**Your experience ticks the following boxes:**

* 2-5 years of demonstrated experience in the creation of a range of technical documents and processes, in both online and self-paced formats.
* Proven experience creating learning strategy documents, design briefs and instructional material to a high quality.
* Experience working in a team-oriented, collaborative environment.
* Demonstrated ability using common digital learning tools e.g. MS Office Suite (Particularly Microsoft Word, PowerPoint, etc.), Adobe Creative Cloud, Camtasia, etc.
* Excellent organisational and time management skills with an ability to effectively prioritise and execute tasks on time in a high-pressure environment.
* Ability to prioritise, schedule and meet deadlines.
* Excellent attention to detail.
* Highly effective written and verbal communication and interpersonal skills, supporting work with clients and stakeholder groups.
* Knowledge of adult learning principles, training design, planning, and organising methods.
* Strong understanding of document formatting.

**Even better:**

* Skilled at navigating a complex organisation, forging relationships, and managing through influence rather than direct authority.
* Strong skills using MS Excel.
* Experience with HTML/CSS.
* Desire to continuously learn new features of development tools.

# ABOUT UNITING

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 services are in the areas of aged care and disability, 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 lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

Uniting is one of the largest not-for-profit community service providers in NSW and the ACT, with a rich history of providing services to the community for more than 100 years. We have more than 550 services, as far north as Tweed Heads, as far west as Broken Hill, and as far south as the ACT.

Our focus is always on the people we serve, no matter where they are at in their life. Our range of supports and services are designed in partnership with clients and around their needs.

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| **Employee Name:** |       | **Managers Name:****Title** |            |
| **Date:** |       | **Date:** |       |
| **Signature:** |       | **Signature:** |       |