Learning Designer

Learning & Development

Team:	Learning and Development	**Location:**	Auckland (some travel will be required)
Reports to:	Learning Design Team Leader Learning Design and Systems Manager		
Role Type:	Permanent		

About Us

KiwiRail's Role in Aotearoa, New Zealand

KiwiRail, a proud State-Owned Enterprise, delivers sustainable and inclusive growth for our customers, communities, and people.

For more than 150 years, rail in New Zealand has connected communities, delivered freight and passengers around the country, and showcased our spectacular scenery to the world. Our purpose—Hononga Whaikaha, Oranga mo Aotearoa (Stronger Connections, Better New Zealand)—speaks to connection with our customers and the future needs of their businesses, connection with the communities we serve and operate in, and connection with each other. KiwiRail is carrying this legacy into the future, delivering connected rail and shipping transport services that create economic, social, and environmental value for New Zealand and New Zealanders.

Our Workplace

At KiwiRail, our values define the behaviour we expect from everyone. We have a team of over 4500 people, and every connection we make with each other, our union partners, our customers and all our stakeholders must be of the highest standard.

Safety, health, and well-being are our number one priority, ensuring our people return home safe and healthy every day.

About the Role

Purpose of the role

The purpose of the Learning Designer is to use innovative approaches in instructional design across multiple business units within the organisation. This role will be responsible for the design of in-person and online training initiatives as well as a degree of quality control and stakeholder management.

The Learning Designer will work with the Learning Design Team to create online learning modules, instructor-led training guides, and supporting materials through the application of tested instructional design theories, practice and methods. The Learning Designer will use strong interpersonal, written, and visual communication skills to bring together text, images, video and audio to communicate and transfer learning to our clients', employees, members, customers, and other stakeholders.

This role supports the Learning and Development Team with the design, development, implementation and evaluation of innovative and customised eLearning and blended learning models for KiwiRail.

Health and Safety is an important part of how KiwiRail operates. You will be a safety leader and will be expected to "walk the safety talk".

Key Accountabilities

Within the area of responsibility, this role is required to:

Learning Design

- Define objectives for new and updated course content and/or curriculum.
- Outline the concept for a course or programme, defining (needs for) the course medium, content delivery, assessments, accompanying materials, and complementary learning approaches.
- Scope, design and create impactful blended learning solutions, in consultation with business unit leaders and Subject Matter Experts.
- Design assessments and meaningful course interactions to increase learning and retention.
- Develop collateral to support qualification pathways (in the form of learner workbook, assessor guides etc) in line with learning design templated documentation and approach.
- Collaborate with Design Team to create voiceover talent, video production, and graphics sources to produce draft and final versions of each course.
- Assist in production (storyboarding, graphics placement, animations, audio importing & editing).
- Work with subject matter experts and course sponsors /stakeholders to collect feedback and integrate it into the next course draft.
- Proof course at multiple stages of development and make or document required changes.
- Define project schedules and manage multiple projects simultaneously with other team members. Keep track of project tasks and status using online project management software.
- Participate in team brainstorming meetings to help define goals and direction.
- Keep up to date on learning tools, trends, and ideas.

Stakeholder Engagement

- Works collaboratively with the wider learning team and business to understand and prioritise key business learning and learning design priorities.
- Works with the Learning Delivery team to ensure the programmes are fully understood before implementation, providing support with delivery of Train the Trainer programmes and refreshers as needed.
- Builds and maintains partnerships and effectively collaborates and communicates with KiwiRail business units and across the Learning & Development Team.

Project Management

- Determines learning methodology, processes, tools and techniques to be used on L&D projects.
- Identifies, prioritises and initiates new projects, ensuring alignment with business priorities and communicating priorities and rationale to senior stakeholders.
- Engages project sponsors / stakeholders and ensures they are kept informed throughout project lifecycle.
- Manages portfolio of projects, their interdependencies, risks and opportunities across projects and/or business units to maximise benefits.
- Ensures that lessons learned are applied to improve project success.

Safety, Health and Wellbeing Team (SHW)

- Responsible for complying with all rail safety system standards, procedures and statutory requirements within your area of responsibility.
- Responsible for your own safety and that of other rail employees, contractors and visitors within your work environment.
- Responsible for the identification, reporting and initial control of any safety or environmental hazard identified within your area to your immediate manager.
- Adheres to KiwiRail's health and safety requirements and take responsible for maintaining a proactive approach regarding both personal wellbeing as well as that of fellow employees, associated client personnel, sub-contractors and members of the public.
- Reports all accidents and incidents to your immediate supervisor within one hour.

Key Accountabilities

- Managing the appropriate allocation of resources in a cost saving environment

- Managing and analysing complex and sensitive issues

Key Relationships Here are the key relationships relevant to this role		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Internal	Humans Resources and Learning and Development Teams			✓	
	Operational Management			✓	
	Administrators			✓	
	Field Staff			✓	
	Safety, Health and Wellbeing Team (SHW)			✓	
	ICT Team			✓	
	LMS Vendor			✓	
External	External Contractors (end users and managers)			✓	

What you will do to contribute

Health Safety and Wellbeing	• Promote a culture of safety and wellbeing, ensuring all change activities support KiwiRail's commitment to health and safety. • Identify and address risks related to change management that may impact employee wellbeing. • Engage with leaders to reinforce safe and healthy workplace behaviours during transitions. • Support teams in managing stress and uncertainty related to organisational change.
Customer Focus	• Engage stakeholders to understand their needs and ensure change initiatives align with business goals. • Foster a customer-focused culture by ensuring learning and development changes enhance service delivery. • Use feedback from internal customers to refine change management strategies. • Ensure communication plans address employee concerns and provide clear guidance.
High Performing Teams	• Provide coaching and support to teams undergoing change, fostering adaptability and resilience. • Build strong relationships across the organisation to encourage collaboration and knowledge-sharing. • Identify opportunities for leadership development within change initiatives. • Create feedback mechanisms to continuously improve change processes and team effectiveness.
Commercial Acumen	• Ensure that change initiatives are cost-effective and aligned with KiwiRail's business objectives. • Identify efficiencies in learning and development transitions to minimise disruption and maximise value. • Support the development of training programmes that enhance workforce capability while delivering commercial benefits. • Assess resource allocation to ensure optimal implementation of change initiatives.

Human Resources Delegations	N/A
Direct reports	N/A
Finance Delegations	N/A
Budget (operating and capital)	N/A
Travel Delegations	N/A
Statutory powers	N/A

Your role may include other tasks suited to your level, as your manager directs. This job description shows your current duties. We'll review and update it with you if your responsibilities change.

About You

Knowledge and experience

- Minimum of 3 years' experience in blended learning design.
- Learning and Development experience preferably in a large organisation.
- Experience in designing and creating interactive learning experiences and designing curricula based on experiential learning, adult learning principles, and using blended learning and innovative learning technologies.
- Knowledge of the principles of learning including adult learning, learning styles theory, participatory methods, instructional design, whole systems design and related topics.
- Demonstrated ability to manage multiple projects simultaneously and deliver quality, client focused results on time and within budget.
- Previous experience managing diverse stakeholders.

Ways of working / Work-related qualities

- Strong communication skills (verbally and written), interpersonal and organisation skills.
- Ability to work with different organisational levels.
- Customer service focus.
- Strong coordination skills with the ability to handle multiple and changing priorities.
- Ability to assess design requirements and provide stakeholder guidance.
- Able to handle detail-oriented work while meeting schedules and deadlines.
- Ability to be flexible, adaptable and work in a fast-paced environment as a team player.
- Interest in getting your hands dirty and taking a "boots on the ground" approach to learning our business and our learners.
- Eagar and self-motivated.
- Able to manoeuvre in fast paced environment.
- Technology troubleshooting and problem-solving skills.
- Attention to detail and understanding of importance of regulatory compliance.

Other Requirements

- Skilled in Microsoft Office.
- Proficient in Abode Creative Cloud (Photoshop, InDesign, Illustrator and Premier Pro).
- Competent in Articulate 360 (Rise and Storyline).
- Knowledge and expertise and Internet development tools.
- Experience in working with a LMS to effectively deliver and record learning related information.

Qualifications

- Required: Training and/or Adult Education/Learning qualification.
- Desirable: Relevant Tertiary Qualification in related discipline.
- Desirable: Relevant technical qualifications within instructional design.