



POSITION DESCRIPTION

DIGITAL LEARNING AND ADOPTION LEAD

POSITION DETAILS

Position No.	000779	Department	Digital Experience
Employment Status	Fixed-Term (2 years)	Location	Civic Centre
Unit	Business Services	Classification	Professional Level 3

POSITION OBJECTIVE

The Digital Learning and Adoption Lead plays a critical role in supporting the successful delivery of Kingborough Council's Digital Strategy by ensuring employees have the skills, knowledge and confidence required to successfully adopt new technologies and ways of working.

The position is responsible for leading Council's approach to digital learning, capability development and user enablement. Working closely with the Digital Experience team, People and Safety, and business units across Council, the role equips employees to work effectively within new systems and processes.

The role recognises that successful digital transformation depends on people being equipped to succeed. The Digital Learning and Adoption Lead complements Change Management and Business Analysis resources by focusing specifically on capability development and learning outcomes.

KEY FUNCTIONS AND RESPONSIBILITIES

Learning Program Development and Delivery

- Lead the development, coordination, and delivery of learning programs that strengthen digital capability across Council, including face-to-face, virtual, and self-paced delivery formats
- Design practical learning experiences suitable for employees with varying levels of digital confidence, including role-based pathways aligned to organisational needs and transformation initiatives
- Deliver induction training and ongoing support (refresher training, targeted support for capability gaps) relating to Council's digital environment, systems, and expected ways of working
- Adapt learning approaches for diverse learning styles, operational environments, and accessibility requirements

Training Content and Resource Management

- Develop and maintain a comprehensive suite of training materials including presentations, guides, videos, FAQs, learning modules, and knowledge articles
- Ensure training materials reflect approved business processes and configured system functionality, and remain current as systems, processes, and technologies evolve
- Maintain a central repository of learning resources accessible to staff, including self-service content and intranet resources that support digital capability

Stakeholder Engagement and Champion Networks

- Work collaboratively with managers and teams to understand capability requirements and identify opportunities for targeted uplift
- Establish and coordinate digital champions and super-user networks across the organisation, equipping them with tools, knowledge and resources to support their colleagues
- Facilitate regular engagement with champions to identify emerging needs, share lessons learned and foster a culture of peer learning and knowledge sharing

Implementation and Project Support

- Support implementation and hyper care activities by providing coaching, guidance, and practical assistance to staff, identifying capability gaps and recommending targeted learning responses
- Work closely with Digital Experience resources to understand redesigned processes, system requirements, and broader implementation schedules
- Contribute to implementation and hyper care activities by providing coaching, guidance, and practical assistance to staff, identifying capability gaps and recommending targeted learning responses

Learning Evaluation and Continuous Improvement

- Evaluate the effectiveness of learning initiatives through surveys, observations, participation data and feedback
- Monitor learning outcomes, identify opportunities for improvement, and use operational insights to refine capability development activities
- Promote a culture of continuous learning and improvement across Council by sharing insights and recommendations with project teams and leaders

Compliance and Security Awareness

- Reinforce compliance with relevant Council policies, standards, and procedures through learning activities

- Deliver awareness activities supporting Council's cyber security obligations, including topics such as phishing, password security, information handling, and responsible use of technology
- Promote safe, secure, and responsible use of Council technologies, including approved emerging technologies and artificial intelligence tools authorised by Council

Work Health and Safety: To take reasonable care that your acts and omissions do not adversely affect the health and safety of yourself or others in the workplace, to comply with any reasonable instructions given to you by the Council and to comply with the requirements of any and all WHS policies and procedures.

Authority and accountability: Employees at this level operate with a high degree of autonomy within established objectives and are responsible for leading the planning, coordination and delivery of Council's digital learning and capability activities.

The role is accountable for ensuring employees have access to practical, relevant and effective learning opportunities that support successful operation within Council's evolving digital environment.

Judgment and problem solving: Employees exercise sound judgement and initiative in identifying capability needs, tailoring learning approaches to diverse audiences, resolving training challenges and recommending practical improvements that strengthen organisational capability.

The role requires the ability to balance competing priorities, respond to changing organisational requirements and apply specialist knowledge to achieve desired learning outcomes.

ORGANISATIONAL RELATIONSHIPS

Reporting Relationships

Internal

Works collaboratively with all Council teams to support capability development, learning delivery and user enablement.

External

Liaises with contractors, consultants, vendors and industry experts involved in digital initiatives and capability development.

Direct Reports

This role reports to the Manager Digital Experience and has no direct reports.

SKILLS, KNOWLEDGE AND EXPERIENCE

- Demonstrated experience leading the design and delivery of workplace learning, capability development or adoption initiatives
- Experience leading or coordinating learning and adoption activities associated with organisational change initiatives
- Experience facilitating face-to-face and virtual learning sessions
- Strong communication and presentation skills
- Ability to explain technical concepts using clear, practical and accessible language
- Strong interpersonal skills and the ability to build productive relationships at all levels of the organisation
- Strong planning, organisational and coordination skills
- Ability to work independently while managing competing priorities
- Strong written communication skills, including preparation of user guides and instructional content
- Experience evaluating learning effectiveness and improving capability programs based on feedback and outcomes
- Proficiency using Microsoft 365 applications

Licenses

- Current driver's license
- A satisfactory Police Check is required

Desirable

- Qualifications in adult learning, training and assessment, education, organisational development or a related discipline
- Experience supporting digital transformation initiatives
- Experience developing video-based learning resources
- Familiarity with learning management systems and knowledge management approaches
- Experience working within local government or a similarly regulated environment
- Familiarity with cyber security awareness training