ROLE PURPOSE

Role Title: Program Learning & Content Specialist
Division: Programs
Location: Melbourne or Sydney
Date: July 2023
Employment type: Full time permanent
Reports to: Director of Research & Evidence
Number of direct reports: 0
Leadership Band: Leads Self

Purpose of the role:
The Program Learning & Content Specialist is responsible for: 1) maintaining the Foundation’s knowledge hub; 2) developing and managing systems that facilitate staff access to internal programming expertise and knowledge products; 3) developing and managing a program of activities that ensure effective cross team knowledge exchange and learning; 4) developing and sharing knowledge products to highlight the programmatic work of The Foundation; and 5) supporting the set up of, and maintaining content on the Foundation’s Learning Management System.

The Program Learning and Content Specialist is accountable for:

1. Developing, implementing and periodic review of FHF’s expertise finder – set up, promote across FHF and support staff engagement with a platform designed to link staff up with one another.
2. Coordinate development and distribution of Program Insights Periodical – a publication that showcases program highlights, and innovations to a broad range of internal and external audiences.
3. Coordinate and support development of technical guidance and tools – ensuring availability of the right guidance, in the right format to support project planning and implementation.
4. Coordinate and support a range of Learning Networks – ensuring FHF has the right learning networks established and that they function effectively.
5. Coordinate (in partnership with Internal Communications team) Eye Openers – a key internal forum for knowledge exchange and communications of key programming activities and innovations.
6. Management and further development of FredNet Knowledge Hub – oversee the further development and ongoing management of the intranet knowledge hub as a repository of key programming guidelines and resources.
7. Coordinate key annual knowledge exchange forums and events, as required
8. Setting up and managing the content within the new FHF Learning Management System
9. Other tasks as requested by your manager

Our Capabilities:

As a member of The Foundation Family you will:
1. Live by the values of The Foundation and support The Foundation’s culture, performance and brand.
2. Adhere to all The Foundation’s policies and procedures.
3. Strengthen the health, safety and well-being of all/look out for the well-being.
4. Lead, collaborate and contribute in all interactions.

Skills:
- The ability to both work independently as well as in and across teams
- Strong interpersonal skills, with excellent written and verbal communication skills. With the ability to think creatively about how to leverage the resources at your disposal.
- Excellent project-management skills including attention to detail, organizational skills, and the ability to multiple manage complex projects
- The ability to analyze information from multiple sources and identify synthesis themes or commonalities, and identify gaps
- Critical thinking and analysis skills to identify where there are connections and opportunities for success

Essential Experience:
- Understanding the different knowledge needs of diverse audiences
- Experience working with teams on learning-related activities
- Experience collaboratively developing knowledge products,
- Experience gathering, assessing, synthesising, and presenting evidence from different information sources
- Experience managing projects across a range of teams

Desirable Experience:
- Professional experience in the public health sector and ideally eye health
Qualifications:
Post graduate studies in knowledge management and/or communications (or similar)

This role purpose defines the broad accountabilities of the positions, which may change based on organisational need. Please refer to the divisional, team and individual work plans for more specific details

The position involves:
This position is recognised as having “Contact with Children” either direct or indirect. This position does involve “Working with Children” either direct or indirect. This position does involve working with beneficiaries, donors and/or partners.

To work in The Foundation, you will:
- Be eligible to work in Australia and other regions where you will be based
- Undergo background check including criminal records and qualifications check
- Undergo working with children check for positions that are identified as working with children