



headspace

National Youth Mental Health Foundation

Level 2, South Tower
485 La Trobe Street, Melbourne VIC 3000

Tel +61 3 9027 0100 Fax +61 3 9027 0199

headspace.org.au

Position Description

LMS Administrator

Location: National Office - Melbourne

Department: Evidence and Knowledge Transfer

Level: HS3

Employment Type: Maximum Term, Part Time (0.6 FTE)

Approved By: Vikki Ryall

Date Approved: June 2018

Agreed By: _____

Date Agreed: _____

1. HEADSPACE VISION

All young Australians are supported to be mentally healthy and engaged in their communities.

2. HEADSPACE MISSION

headspace collaborates to design and deliver innovative ways of working with young people to strengthen their mental health and wellbeing.

3. HEADSPACE VALUES

It is a requirement of all **headspace** positions that work will be undertaken in line with the **headspace** values as follows:

- Innovative – We have the courage to explore new ideas and take new approaches
- Collaborative – We bring the right people together to get the best result
- Inclusive – We respect and value diversity and believe everyone counts
- Achieve – We are responsive to community needs and deliver on expectations
- Passionate – We are dedicated to making a difference in the lives of young people and their families

4. POSITION SUMMARY

The position is responsible for supporting the Learning Management System (LMS) - **headspace** learning. The incumbent will respond to user queries and support requests; performing routine maintenance and reporting tasks. The LMS Administrator will also assist the Workforce Education and Training team in both developing and deploying courses and programs.

5. POSITION CONTEXT

The Workforce Education and Training team works within the Evidence and Knowledge Transfer Division at **headspace** National, and delivers high quality video-based training to support the national **headspace** network. This training is hosted on **headspace** learning (powered by Totara/Moodle).

The LMS Administrator will work within the Workforce Education and Training team and will report to the Manager National Education and Training. They will also work closely with the Workforce Education and Training Officer, the internal expert on the system; and with the vendor, Kineo.

6. KEY RESPONSIBILITIES/OUTCOMES

- Respond to user queries and support requests via email or telephone
- Troubleshoot system problems and escalate to the vendor where appropriate
- Perform simple system administration tasks and escalate complex tasks to the vendor
- Run existing reports and configure and run new reports as required
- Manipulate data in Excel
- Support system enhancements and version updates
- Support the production of programs and courses including:
 - Video editing
 - Building courses in headspace learning
 - Testing and quality assurance of programs and courses.
- Contribute to the delivery of the biennial conference, the **headspace** Forum
- Perform other administration duties arising from participation in the Workforce Education and Training team.
- Other duties consistent with the position where required and/or requested by the Manager Workforce Education and Training.

7. SELECTION CRITERIA

The following criteria must be met for consideration for this position:

7.1 Essential

- Tertiary qualification in Information Technology, Workforce Learning or another business discipline or equivalent experience in administering a LMS or other HR Information System
 - Advanced MS Excel skills
 - Intermediate skills in other Microsoft applications including MS Word, MS PowerPoint, SharePoint
 - An interest in IT systems, including functionality, and deriving insights from system data
 - High level of attention to detail
 - Ability to multitask while working in a highly productive environment under strict time pressures
 - Highly developed verbal and written communication skills
-

- Ability to work independently but also within a collaborative team environment

7.2 Desirable

- Multimedia and video production experience
- An interest in young people and their wellbeing
- Willingness to work part-time hours spread over four or five weekdays

8. POLICIES AND WORKPLACE PRACTICES

All **headspace** employees are required to acquaint themselves with the organisation's policies and procedures and to abide by them at all times.

It is expected that at all times, employees will:

- be respectful towards the organisation, colleagues, clients and the general public
- be cognisant with and uphold the objectives and philosophy of **headspace**
- act collaboratively with all colleagues
- act in a safe and responsible manner at all times