

42. Role Description

Digital Programme Developer



Last review date: November 2018

GirlGuiding New Zealand – *Ngā Kōhine Whakamahiri O Aotearoa*

GirlGuiding New Zealand has been the leading girls' organisation in New Zealand since its establishment in 1908, when it led the world in being the first national organisation established specifically for girls and young women.

From these visionary beginnings, GirlGuiding New Zealand remains a values-based organisation which prepares girls for making the most of life ahead. Our aim is to help them develop skills, knowledge, values and a sense of adventure through an informal learning programme that's designed to be relevant to the interests of today's girls.

We provide a fun, safe environment where girls are encouraged to be themselves, discover their passions and potential, contribute to their community and form friendships.

Guiding continues to focus on giving girls and young women the opportunity to enjoy a wide variety of social, recreational and community action experience that encourage them to help themselves and help others. We are a girl-led organisation which means that girls choose their own Guiding pathway.

As a member of the World Association of Girl Guides and Girl Scouts, GirlGuiding New Zealand is part of an influential global community.

Our vision:

All girls and young women are valued, inspired and empowered to take action to change their world.

Our mission:

We enable girls and young women to develop into confident, adventurous and empowered leaders in their local, national and global communities.

Our goals:

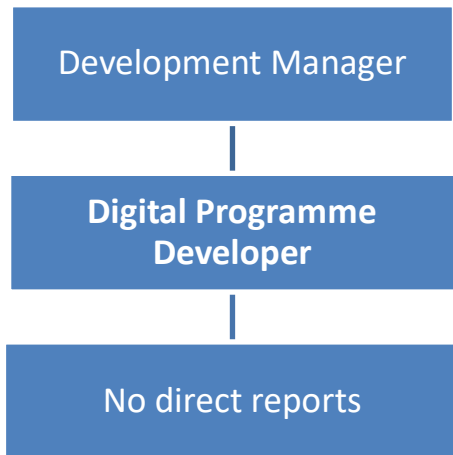
Be considered the leading organisation for girls and young women in New Zealand, increasing our sphere of influence through growth and reach

Purpose of the role:

This role is responsible for the conversion of current hard copy programme material to a dynamic and interactive on-line programme which contributes to growth and retention.

The role is part of a development team which uses an agile framework to deliver an annual programme of work designed to assist with the achievement of GirlGuiding NZ’s strategic and national operational plans in relation to programme delivery, growth and retention.

Reporting structure:



GirlGuiding NZ has a team of approximately 1,300 volunteers and staff delivering programmes, activities and events to approximately 10,000 girls and young women each year. Refer to the organisational chart for an overview of the organisation’s team and structure.

Important functional relationships:

GirlGuiding New Zealand is a nationwide membership-based organisation which offers a range of programmes and opportunities that rely on the successful integration of the staff and volunteer functions.

This position has key functional relationships with:

Internal:

- Programme Co-ordinator
- Applications Co-ordinator
- Staff where role located
- Guiding Development Team
- Volunteers delivering online learning
- Parents/caregivers
- Parents/caregivers
- Area and National Office staff

External:

- Schools and education providers

Accountabilities:**Leadership**

- Continually demonstrate enthusiasm for the organisation's vision, mission and values; inspire others to achieve goals and assist colleagues towards high performance
- Be part of a successful team by maintaining a shared vision, sound decision making, open and honest communication, professional integrity, personal responsibility, a coordinated approach, continual improvement and robust processes

Strategy

- Proactively maintain and support the development of business processes.
- Prioritise and monitor workload.
- Provide advice to their manager in relation to work prioritisation and policy development and implementation

External relationship development and communication

- Develop and maintain effective relationships
- Communicate GirlGuiding New Zealand's decisions and achievements

Team support

- Support the Development Team and any functional and project teams that you are involved in to help them be successful
- Maintain effective relationships with staff and volunteers
- Understand the wider environment in which GirlGuiding New Zealand operates

Health and safety

- Take responsibility for personal wellbeing in the workplace
- Compliance with health and safety policies and procedures to maintain a safe workplace

Role specific responsibilities:

- Participate in agile development teams to develop and create content and resources for Girl Experience programmes (Classic and Community) and work collaboratively to ensure projects are delivered on time, within budget, to the agreed quality and standards
- Work collaboratively with the relevant Girl Experience Team to ensure a smooth handover of new programmes, materials, resources and opportunities and ensure they are implemented successfully
- Participate in agile development teams to develop and create resources for volunteer development including national events and work collaboratively to ensure projects are delivered on time, within budget, to the agreed quality and standards

- Work collaboratively with the relevant Girl Experience Team to ensure a smooth handover of new volunteer resources and materials and ensure they are implemented successfully
- Utilise feedback loops with girls, parents, volunteers and/or staff for all development to enable continuous improvement to occur and demonstrate that the feedback received is being used to inform decisions
- Convert hard copy girl programme material onto a digital platform in accordance with workplan as agreed with manager
- Develop and adapt learning materials into the LMS using multi-media tools within the system
- Ensure presentation of content is dynamic, interactive and inspires
- Review, update and enhance on-line content as agreed within team and prioritised based on feedback regarding existing content and development of new programme content
- Provide support and advice for users, including volunteers involved in programme delivery, to maximise use and achieve required outcomes
- Provide support and advice as requested by manager regarding on-line learning for adults and assistance with any internal development of on-line learning as prioritised by manager
- Maintain a strong working knowledge of developments in the on-line learner space and use this to inform advice regarding any further enhancements
- Lead efforts to identify, troubleshoot, and resolve LMS-related system issues. Help identify and prevent problems before they occur

General

- Participate in special projects in specialist or other area as opportunities identified
- Assist with the provision of information required for funding applications and proposals
- Help build and model great team culture
- Respond to the changing needs of GirlGuiding NZ, performing other tasks as reasonably required

Role specific competencies

- Experience with Learning Management Systems
- Expert user of Captivate
- Experience in using the Microsoft suite of products, in particular Word and Outlook
- Professional verbal and written communication as well as interpersonal skills
- Strong attention to detail and accuracy

- Strong team player with the ability to function independently when necessary
- Sound judgement and problem-solving skills
- Act with integrity at all times
- Commitment to customer services excellence
- Strong analytical and structured/creative problem-solving skills (thinking out of the box)
- Experience working with remote teams and with the use of virtual conference tools
- Excellent time management skills with the ability to multi-task and prioritize
- Ability to respond positively to and act on constructive criticism from peers and clients

General Competencies

- Leadership qualities – acts professionally; self-starter; risk assessor; good listener
- Judgment – considers long-term impacts of decisions
- Collaboration – staff and volunteers work together in achieving common goals for the benefit of GirlGuiding New Zealand. Demonstrates a strong customer service ethic
- Continuous improvement – supports positive change; actively promotes personal improvement; strives for excellence in all aspects of work
- Environmental awareness and appreciation of potential impacts of trends and legislation pertaining to the area of responsibility
- Relationships - establishes and maintains solid relationships with colleagues

Qualifications and experience

- Experience in an education setting would be desirable
- Minimum of two year's proven experience working with LMS platforms
- Experience designing, building and troubleshooting LMS platforms
- Experience in working collaboratively with external organisations
- Experience in a not for profit environment would be an advantage

Note: Role purpose, responsibilities and competencies may change over time. Role holders will be notified of any changes. Consultation will take place in the event of any material changes that affect the overall scope, function or possibly size of the role.

Roleholder Name & Signature

Date

Manager Name & Signature

Date

Chief Executive Name & Signature

Date