

Learning & Development Partner (Instructional Designer)

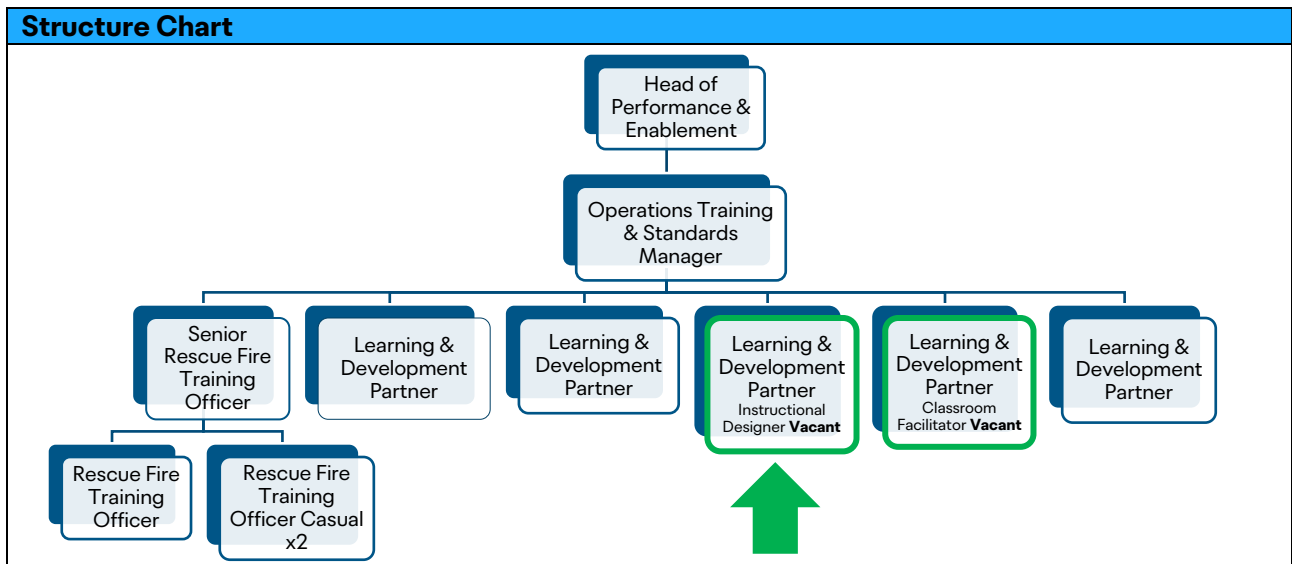
7th August 2024

Reporting Relationship and Location	
Reports to:	Operations Training & Standards Manager
Team Business Unit:	Operations Training and Standards Team
Purpose	
<p>The purpose of the OTST Learning & Development Partner role is to work with our AKL Operations Business Units to help train and develop their teams to meet their deliverables at Auckland Airport. Some of our Operations Customers include but are not limited to: Security, Airfield, Landside Operations, Wildlife & Bird, Fire & Rescue, Front Line Customer Service staff, Volunteers and many more.</p> <p>Some of the competencies we train include but are not limited to: Customer Service, Team Leadership, CCTV, Service and Fault Logging, Airport Announcements and Boards, Airport Compliance, Health & Safety, Airside Driving Permits and much more.</p> <p>This L&D Partner (Instructional Designer) will initially focus on the online delivery of elearning to our Operations' Customers in the competencies mentioned above. There will be 5 Learning & Development Partner FTEs in the team (3 existing, hiring 2 more in 2024). An instructional designer is a new skill set we are adding to this role to better serve our internal and 3rd party customers more effectively.</p> <p>In the years to come we intend all L&D Partners to acquire instructional design skills, including our Fire Team. This role will set the standard for how we produce high quality eLearning at an efficient rate to meet our customers needs. This role will eventually mentor other L&D Partners to acquire these skills. Classroom and on-the-job facilitation is still a required element to this role. However initially, elearning and LMS administration of OTST courses will be the focus for the first 12 months. Over time all Learning & Development Partners will create online learning and deliver classroom training as a blended offering to our wide variety of operations' customers.</p>	
Key Accountabilities	
Training & Exercise Delivery	<ul style="list-style-type: none"> • The delivery of training using best practice adult education principles, ensuring all content is delivered to cover regulatory and compliance requirements. • The successful outcome of training delivery is to ensure staff can work autonomously and at acceptable standards, achieving excellence within the specified timeframes as agreed. • All training, including competency and ad hoc requests are delivered in the standard and formats agreed. • Develop, deliver, and continuously improve the Auckland Airport operational training including ensuring documented training plans and footprints are in place and kept up to date for all employees. • Empower our on-the-job trainers via Train the Trainer courses to ensure quality training is monitored throughout our workforce.

<p>Training Design and Program Maintenance</p>	<ul style="list-style-type: none"> • Training design incorporates best practice and looks to a variety of solutions to best meet the needs of the business i.e. blended learning • Training design is in synergy with other areas of the business to allow for cross utilisation of resource (have a holistic view of training at AKL) • Support materials are developed that are user friendly and easy to update. • Training materials are reviewed and updated on a regular basis to ensure regulatory compliance and relevance to how we operate. • A defined quality process is followed for changes recommended to course content and delivery. • Training Standards are communicated via Train the Trainer courses to ensure our on-the-job trainers are set up to succeed.
<p>Training Effectiveness and Identification of Training Needs</p>	<ul style="list-style-type: none"> • Employees who have completed training should demonstrate competence in technical and soft skills. • Business objectives are achieved and reportable. • Able to provide the key business stakeholders with Subject Matter Expertise and recommendations from a training perspective. • Able to identify red flags during training and liaise with operations teams to address and mitigate those opportunities. • Capture training feedback to ensure 2-way feedback gives us constant information and opportunities to improve.
<p>Administration</p>	<ul style="list-style-type: none"> • Ensure progression training records are complete & shared with managers in electronic form in a timely manner. • Ensure agreed upon procedures are followed. • Owning and maintaining complete control of training documents and collateral including capturing attendance • Instructional Designers are competent administering their courses in our AKL LMS • Instructional Designers are competent in reporting their courses in our AKL LMS
<p>General</p>	<ul style="list-style-type: none"> • Fulfil all accountabilities with regard to ensuring the health and safety of yourself and other persons, including ensuring that permanent staff, contractors, and technology related PCBU's are aware of and comply with H&S policies, procedures and obligations. • Perform any other accountabilities as reasonably assigned to the position from within the other functions of the OTST. In times of organisational and market change objectives are adapted to such change. Focus is diverted wherever it is required to ensure desired outcomes meet company objectives.

People Leadership	<ul style="list-style-type: none"> • Be a team player in a productive, harmonious and motivated team through the implementation of Auckland Airport's People & Capability strategies and policies • Lead by example, living the Auckland Airport values every day
Health, Safety and Wellbeing	<ul style="list-style-type: none"> • Role model Auckland Airport's commitment to "People First" Health, Safety & Wellbeing approach • Lead by example, demonstrating and communicating visibly safe work. • Ensure all incidents are reported and investigated in a timely manner to enable continuous learning and improvement. • Consult, engage and communicate within your team and to others, to manage and improve Health, Safety and Wellbeing. • Understand and communicate the health, safety and wellbeing risks and controls across all the work your team carry out and maintain high levels of risk awareness within your team.

Project Leadership
<ul style="list-style-type: none"> • This role will be included in Project Training when new systems onboard or when updates to existing systems roll out.
Financial Responsibilities and Authorities
<p>Financial Authority</p> <ul style="list-style-type: none"> • Not accountable for expenditure budget. No authority to commit routine expenditure or capital expenditure without reference to people leader.



Key Challenges	
<ul style="list-style-type: none"> As part of OTST Training Team, developing the standardisation of training processes, resources, and standards across our Operations Teams, in particular elearning templates Provide learning and development solutions compatible with a 24-hour, 7-day week operation in an Airport context. Keep up to date with new & emerging learning delivery systems, including VR/AVR and on-the-job training, and video and eLearning solutions as needed. Identify new, more effective ways to deliver learning outcomes as required by the business. The complexity and volume of training requirements in the Airport Operations Team. Developing our people to ensure they feel supported as they move through their career progression pathways and frameworks. Ensuring any training delivered is well received and information is retained by participants ensuring AIAL receives a return on investment. Ensuring Training Feedback is gained and reported on to measure training success Ensuring elearning produced is tested and bug free before delivery to our customers Ensuring elearning is engaging, clear and easy to navigate 	
Key Relationships	
Internal	Purpose of contact with this person/s
<ul style="list-style-type: none"> Airport Landside Operations Teams People Experience Team Other internal staff as appropriate 	<ul style="list-style-type: none"> Deliver and verify training Impart Policies and Values in Training Open and willing to listen, help and advise
External	Purpose of contact with this person/s
<ul style="list-style-type: none"> Airport Customers & travellers Ground Services Teams Contractors & Suppliers Government Agencies Airlines Servicing Auckland Airport 	<ul style="list-style-type: none"> Open and willing to help and advise Open and willing to listen, help and advise Understand these relationships Understand these relationships & adhere Open and willing to listen, help and advise
Person Specification	
Qualifications (or equivalent level of learning)	
Essential	Desirable
<ul style="list-style-type: none"> <u>Experience in creating elearning modules</u> is the essential skill here, therefore your work history and evidence of what you have produced on the job is the most essential qualification for this role. <u>Classroom Facilitation experience</u> is essential – you must be comfortable training large groups and confident as a presenter 	<ul style="list-style-type: none"> Degree Qualification in social sciences, education or graphic design NZ Diploma in Airport Operations - Level 5 An ability to plan, organise and coordinate large scale events in a highly pressurized (emergency) environment.

Knowledge / Experience	
Essential	Desirable
<ul style="list-style-type: none"> • Experience in Learning Management System administration (<i>we currently use LITMOS</i>) • Experience in creating elearning modules (<i>we use Articulate Storyline and Rise</i>) • Experience editing videos (<i>we use Camtasia</i>) • A minimum of 3 years' experience working as a training facilitator with instructional design components • Experience in delivering adult learning, assessments. • The emotional intelligence and skills to rapidly gain credibility with managers, and to influence key decision makers. • A team player who enjoys sharing knowledge, working as a team and supporting and respecting colleagues • Confidence in relationship building, gaining credibility quickly and possess the personality to lead and influence others. • Leadership confidence with the ability to coach and provide feedback to senior managers, combined with the ability to build strong networks with key stakeholders. • Sound business writing and verbal communication skills, including well-developed presentation skills. • Strong planning and organisational skills 	<ul style="list-style-type: none"> • Relevant airline commercial experience through having worked in an airport environment or similar • Leadership Experience • Storyteller (able to add context to training) • Entertainer (able to add fun to training)

Key Skills / Attributes / Job Specific Competencies	
Level	Skill / Attribute / Competency
Confident working knowledge Confident working knowledge Confident working knowledge Confident working knowledge Confident working knowledge Advanced	Articulate Storyline and Rise (or Adobe) Video Editing (Camtasia or similar) Classroom Facilitation Documentation Writer Learning Management System Microsoft Office

Values	
<p>Whiria te tangata. Our values weave us together. They're what we stand for, who we are and how we think, feel and act.</p>	
<p>All in <i>Tātou tātou</i></p>	<ul style="list-style-type: none"> • People first • Seek understanding • Acknowledge others • Empathise and support • Diverse & inclusive
<p>Know How <i>Kōkiri Tahī</i></p>	<ul style="list-style-type: none"> • Explore and solve together • Curious and open • Bring your voice & share your skills • Unite and collaborate • Right people in the room
<p>Let's Go <i>Karawhiua</i></p>	<ul style="list-style-type: none"> • Challenge yourself • Take pride • Act with intent and integrity • Keep your word • Deliver excellence



Changes to Position Description	
<p>From time to time it may be necessary to consider changes in the position description in response to the changing nature of Auckland Airport's work environment, including technological requirements or statutory changes. This position description may be reviewed as part of the preparation for performance planning for the annual performance cycle, or as required.</p>	
Sign-Off	
Job-Holder	People Leader
Print Name: _____ Sign: _____	Print Name: Jill Walker Sign: _____