# Position Description

| Position Title: | Classification: |
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| Content Designer and Quality Assurance Officer | Bond Level 4 |
| **Faculty/School/Office:** | **Date Position Updated:** |
| Executive Learning | March 2025 |

**Purpose of the Position:**

Bond University offers a suite of Microcredentials and Executive Learning programs that meet the new and emerging needs of business, industry, and the general community. Bond Microcredentials are offered across multiple disciplines to provide professional development and learning opportunities that are relevant to a changing and dynamic workforce. These smaller learning options also provide pathways to enrolment in degree programs. Executive Learning provides infrastructure support for the development and delivery of Microcredentials at Bond. The department administers the Bond Learner Platform and supports the governance oversight of Microcredentials courses by the Academic Senate.

The Officer is expected to support the course Developer, Academics and other stakeholders to be able to deliver eLearning and blended learning content, predominately via two platforms - Articulate and the BlackBoard Bond Learner Portal.

The Officer will support with the design of the course and implement any recommended changes and complete testing on the functionality. Most importantly, they will ensure the course complies with all quality assurance policies, rules and regulations. The officer is required to deliver your projects within timelines and budgets and communicate regularly with all stakeholders.

Reporting to the Director of Executive Learning, you will work closely with course Developers, Academics, Marketing, and other stakeholders. The Officer will work closely as part of a small team but manage your time and work independently.
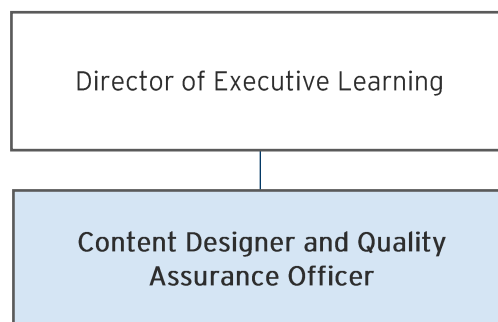
With direction from the Director of Executive Learning and Project Managers, the incumbent is responsible for ensuring quality implementation and governance of business policy and procedure and that the highest level of administration support is provided across the department.

It is expected that the incumbent will have established, professional judgment skills and the ability to be an effective public interface for the Unit. Operating with a high degree of independence in a fast-paced environment, the position is required be exceedingly well organised, flexible, proactive, resourceful and efficient.

The incumbent will be expected to maintain the highest level of confidentiality, tact and discretion whilst maintaining professional relationships with a range of internal and external stakeholders.

**Reporting Relationship:**

This position reports to the:

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│     Director of Executive Learning  │
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       │   Content Designer and Quality│
       │     Assurance Officer        │
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**Selection Criteria:**
- A minimum of 3-5 years' experience; relevant experience could include graphic design, communications, learning design, instructional design or education related role.
- Knowledge of software and technical skills used in producing professional development courses. Proficiency in Word, PowerPoint, Excel, and LMS.
- Familiarity in some of the following: Blackboard, Articulate 360, particularly Rise 360
- Familiarity with Adobe Creative Cloud (Photoshop, Premiere, Illustrator, audition)
- Demonstrated ability to communicate with a high degree of professionalism and sensitivity and strong interpersonal skills including the ability to work flexibly and harmoniously with all levels of staff, alumni, students and community members.
- Ability to take initiative for planning projects and work independently, manage multiple tasks concurrently, apply continuous improvement principles, and meet deadlines without compromising standards of service and quality.
- Ability to work in a small team environment and across staff from other teams but with a common purpose

**Desirable Criteria:**

- Previous experience in a tertiary or higher education environment.

| Competency | Responsibility |
|---|---|
| **Learning Design** | <ul><li>Collaborate with internal service units in the ongoing enhancement of the learning program.</li><li>Apply pedagogical principles and best practices to create high-quality courses to enhance teaching quality and the learning experience.</li><li>Use various tools and platforms to deliver and support these course</li><li>Writing, editing, and structuring learning content in a way that bolsters course attendance retention, optimises learning and addresses identified skill deficits.</li><li>Create tests, and evaluates multimedia, student guides, training manuals.</li><li>Implement changes and test functionality.</li><li>Complete quality reviews and update all Microcredential courses.</li><li>Ensure all content complies with the university's Copyright Compliance Policy.</li></ul> |

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| | • Ensure all design and development complies with the Microcredential Checklist.<br>• Demonstrate academic integrity.<br>• Contribute to Department and/or Faculty meetings, and serving on committees as required; and<br>• Working within Faculty and University policies and procedures, as amended from time to time. |
| **Other Administration** | • Provide briefing papers, reports and other information related to the program as requested by the Director.<br>• Manage competing demands, take responsibility for own actions, keep commitments, prioritise, and plan work activities and complete tasks on time.<br>• Demonstrated discretion, diplomacy, and ability to apply the principles of confidentiality. |
| **Working Relationships** | • Establish and maintain positive and beneficial working relationships with customers at all levels. |
| **Continuous Improvement** | • Identify ways to improve current work processes in order to establish more streamlined practices and improved customer outcomes. |
| **Understanding of Quality Assurance** | • Staff should demonstrate an understanding of the principles of quality assurance and continuous improvement as they apply at Bond University.<br>• Staff are expected to demonstrate an ongoing commitment to the Bond University Strategic Plan, university policy and to our quality assurance processes. |
| **Understanding of Cultural Sensitivity** | • Staff will come into contact with staff and students from a variety of cultural backgrounds. It is expected that mutual respect, cultural awareness and cultural sensitivity will form the basis of the professional working relationship.<br>• Staff are encouraged to attend a cultural sensitivity workshop to further enhance and develop cultural awareness and cultural sensitivity skills. |
| **Understanding of WHS Responsibilities** | • Maintain a safe workplace and follow safety directions and internal controls. Alert your Manager of WHS risks and be vigilant in observing safe practices. Understand WHS requirements in your work area.<br>• All managers of staff are required to conduct risk assessments and implement controls accordingly as well as action safety audit results within the directed time frame.<br>• Awareness of, and accountability for, WHS responsibilities in the work area and for the staff and contractors under your control (if applicable). |

Note – the successful applicant will be required to produce a certified copy of their highest qualification received prior to commencement of duty.

It is not the intent of this position description to limit the scope of this position in any way but to give an overview of this role at Bond University. You may at times be required to work at other tasks and areas as directed by the Management.