

Position description

Officer - Learning Systems



Position summary

Position title (ID)	Officer - Learning Systems Officer		
Career level	Coordinator/specialist officer	Position category	Part-time/Ongoing
Business unit	Aquatic Capability	Location	Port Melbourne
Reporting to	Manager – Public Training	Direct reports	Nil
General description	<p>The Learning Management Systems Officer is responsible for the effective administration, configuration, and ongoing integrity of Life Saving Victoria's Learning Management System (aXcelerate). The role provides oversight of the systems application to effectively support key users and ensure correct and compliant usage. This includes maintaining accurate training data, meeting Registered Training Organisation (RTO) compliance obligations, and ensuring reliable system functionality to LSV's training/assessment, education, and professional development activities.</p> <p>This position plays a critical enabling role by ensuring activity delivery is supported through robust systems, high-quality data, and consistent processes, contributing directly to LSV's mission to save lives and empower communities to safely enjoy water.</p>		
Governing councils	Aquatic Education and Industry Engagement Council		

Who we are

Overview of LSV:	<p>Save lives and empower communities to safely enjoy water</p> <p>This purpose statement reflects our commitment to making a difference in people's lives while fostering the safe and enjoyable use of water resources. It is linked to and consistent with the proud traditions and programs of our founding organisations, the Royal Life Saving Society – Australia and Surf Life Saving Australia.</p> <p>We want every person associated with our organisation to connect with this purpose statement and inspire our volunteers, members, colleagues, and staff to continue our vital work, fuelling our passion and dedication towards our collective goals. Together, we will make a meaningful difference in the lives of individuals and communities.</p>
Our values	<p>At LSV, our core values help us make decisions and guide how we treat volunteers, our community, and each other. They are the standard by which we and others will judge LSV's actions.</p> <ul style="list-style-type: none">• People – we put people at the centre of everything we do• Courage – we have the courage to act• Community – we are a united community• Trust - we are trusted in our water safety programs and practices• Respect - we respect our organisation, environments and communities

Position description

Officer - Learning Systems



Safeguarding children	It's everyone's responsibility at LSV to understand and comply with LSV's and SLSA's Safeguarding Children and Young People guidelines.
Risk and safety	We always take a risk-based approach, ensuring we are informed in our decision making. The safety of our staff, volunteers, and the community is at the forefront of our decisions and activities.

Key responsibilities

- Administer and maintain the aXcelerate Learning Management System application, ensuring data and usage accuracy, reliability, and usability
- Provide oversight of systems configuration in line with approved standards and naming conventions
- Support key internal and external users/stakeholders with systems usage queries and troubleshooting in line with internal systems and structures
- Support the ongoing application user accounts, permissions, and access for staff, trainers, partners, and candidates
- Ensure accurate entry, maintenance, and reporting of training data to support RTO compliance requirements
- Support issuance of Statements of Attainment and qualifications by ensuring correct data capture and overall system readiness
- Design, implement and execute regular data quality checks and proactively resolve discrepancies in partnership with the Training and Quality Assurance teams
- Produce systematic reports to support operational planning, compliance, and decision-making. Assist managers and stakeholders with interpretation of systems data and reports
- Identify and communicate opportunities to improve systems processes, workflows, and enhance user experience
- Support testing and implementation of system updates and enhancements
- Contribute to the development and maintenance of work instructions and system support documentation

Liaison and key relationships

Internal	<ul style="list-style-type: none">• LSV Business unit managers• Training business units• RTO Quality Assurance team	External	<ul style="list-style-type: none">• Key Service Providers• aXcelerate system support (as required)• Training partners and stakeholders (system-related matters only)
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Position description

Officer - Learning Systems



Experience and qualifications

Essential experience and qualifications	<p>To be successful in this role you must have:</p> <ul style="list-style-type: none">• Demonstrated experience administering a Learning Management System (preferably aXcelerate)• Experience working within a compliance-driven or regulated environment.• Strong organisational, problem-solving, and communication skills• Current Victorian Drivers License and flexibility in delivery and travel within Victoria• Must have or be able to obtain an employee Working with Children Check
Desirable experience and qualifications	<p>Whilst not essential, the following will also help you be successful in this role:</p> <ul style="list-style-type: none">• Experience working in an RTO or educational organisation• Knowledge of VET data, reporting, and compliance requirements• Experience developing system documentation and work instructions

Coordinator/specialist officer capabilities

The LSV capability framework describes the capabilities, expressed as behaviours and skills, which set out clear expectations about performance at LSV. Core capabilities describe the behaviours and skills fundamental to delivering LSV's mission and vision and supporting capabilities describe behaviours and skills that enable this success. Below are the capabilities required for this position.

Core capabilities

Knowing our sectors	Applies understanding of LSV's operating models; is able to view issues in respect of these models, etc. Is aware of the implications of individual actions on LSV's operating models and is mindful of these when completing technical tasks.
Driving results	Delivers outputs as instructed, providing and requesting input when required to support colleagues and stakeholders in a way that is timely, reliable and effective.
Focusing on stakeholders	Demonstrates basic understanding of stakeholder needs and roles and maintains an awareness of these during day-to-day activities, actioning where relevant.
Managing risk and compliance	Understands the compliance requirements and risks relevant to the role. Considers the consequences of individual actions and possible impact on LSV's mission, vision and operating models and seeks advice when unsure.
Leading people	Seeks opportunities to develop new skills and applies these to perform own role successfully. Understands and demonstrates LSV's values.

Position description

Officer - Learning Systems



Supporting capabilities

Innovation	Shows willingness to test new ideas and approaches in own work. Supports innovation initiatives as instructed.
Agility	Flexibly adapts to accommodate changing requests from their leader, identifies if a change in priority is required and reacts accordingly. Is open to new methods, ideas or approaches.
Collaboration	Works as a cooperative team-member to produce optimal results. Provides input when required to support accurate and effective working.
Communication	Explains facts, practices, policies, etc., to others within the scope of their role. Produces work in a manner that is clear, easy to understand and culturally appropriate. Uses vocabulary that is appropriate to the audience. Demonstrates active listening. Ability to professionally present information to stakeholders.
Being your best	Remains calm and positive in challenging situations. Perseveres when problems arise. Acknowledges and respects diverse cultures, backgrounds, experiences, perspectives, values and beliefs. Understands the link between health, wellbeing and personal effectiveness. Shares and participates in healthy habits; social, exercise, betterment.