

## JOB DESCRIPTION

### JOB DETAILS

**Job Title:** Curriculum Designer

**Job ID:** AO2121

**Classification:** Administrative Officer R21

**Classification Date:**  
(MM/DD/YYYY)

**Branch:** Culture and Employee Experience

**Unit:** PAC-People and Culture

**Reports to:** Curriculum Design Team Lead

**Security Screening:** Yes

**Union/Excluded:** BCGEU

### BRANCH DESCRIPTION

The Culture and Employee Experience Branch plays a lead role in helping shape our changing workforce and advancing a positive employee experience. To lead our way forward to a digital mindset (people) and digital workplace (culture), we are adapting to meet the growing expectations and changing needs of our workforce and the members and clients we serve. We are committed to delivering people-centered services and solutions with a premium on exceptional personal and digital employee interactions and employee satisfaction as the key success metric. The Culture and Employee Experience Branch is a strategic business partner responsible for organizational effectiveness and development strategies and programs and services delivery to support our ability to attract, retain, develop and engage a high performing workforce and deliver on an exceptional employee experience. Our priority is enabling employees to thrive by connecting them to our purpose, supporting them in their roles and providing a workplace that promotes their physical, mental, and social health and wellness. Services include corporate communications and brand management, employee engagement and events, change enablement, organizational culture, leadership and organizational development and training.

### JOB SUMMARY

This position performs a diverse range of analytical, program development, administrative, and systems functions related to training and education. Working with various internal client groups it provides curriculum development and instructional design for the development of comprehensive web-based and instructor lead operational training solutions for corporation employees.

The Curriculum Designer functions in a dynamic and time-sensitive environment where the balance between educational rigor and short development times is a constant challenge. Working collaboratively with subject matter experts, this position will develop and/or coordinate the development of curriculum and will ensure that curriculum instructional approaches and assessment strategies are consistent and educationally valid.

### JOB RESPONSIBILITIES

Activities of the Curriculum Designer include needs assessment, curriculum development, instructional design, evaluation and assessments, instructor development and the logistics of program delivery.

1. Develop and implement effective training programs:

- Work with internal clients to assess corporate training needs;
- Translate needs assessments into specific training requirements, learning objectives and curriculum design and recommend appropriate instructional alternatives for projects;
- Analyze, design and develop training material for internal (corporation staff) clients, using curriculum and instructional design methods that suit both face to face and virtual learning environments;
- Provide advice regarding instructional design, curriculum organization and assessment strategies in the development of new courses to clients to ensure that instructional materials are engaging and effective.;
- Establish and provide quality control on training programs developed;
- Ensure that programs have meaningful evaluation processes built into the delivery of training;
- Use and apply innovative and effective instructional techniques to ensure that adult students are able to learn in the classroom and on their own;
- Liaise with clients to ensure that all business processes, procedures and rules are considered, clarified and applied where necessary;
- Monitor developments throughout the corporation to assess training opportunities;
- Evaluate the effectiveness of training programs to ensure all training design and delivery supports enhance performance standards and goals of the corporation;
- Provide guidance and advice to trainers on program delivery;
- Deliver training programs as required.

2. Provide e-learning services and guidance:

- Design and develop e-learning templates and modules;
- Manage the interface of all courses and explore new technologies for potential application to programs;
- Verify that all e-learning modules comply with accepted instructional design practice, visual standards and e-learning design principles;
- Identify and prepare vendor proposals for development and delivery of e-learning services and tools through a contract process as required. Negotiate costs and services with vendors;
- Verify that services delivered meet requirements and invoices comply with negotiated contracts;

3. Other related functions:

- Use Outlook, Word, Excel, PowerPoint, VISIO, Adobe Acrobat 8 Professional, Articulate Storyline and any other programs required to perform the functions of the job;
- Prepare and present status reports on a regular basis to management, clients and relevant project managers;
- Develop, implement, follow up on and complete tasks and items on work plans;
- Provide training cost estimates for budget and planning purposes.
- Work as a member of the team and contribute to the team effectively;
- Coach and lead other team members and instructors in the performance of their duties;
- Attend meetings, including project steering committees as required, where discussions regarding training and procedures take place;

## EDUCATION

### Degree/Diploma Obtained

### Program of Study

Completion of a diploma or certificate in a training related discipline (curriculum development, instructional design, e-learning, etc.) or an equivalent combination of education, training and experience may be considered

## EXPERIENCE

### Years of Experience

### Type of Experience

- A minimum of two (2) years' experience identifying training needs and developing and designing curriculum for instructor led and technology based learning solutions.
- Experience using accepted instructional design principles and adult learning strategies and approaches.
- Experience working with managers and consultants in defining and meeting a wide range of learning needs.
- Experience working with complex, technical subject matter.
- Experience using web based tools/products/systems to develop and build e-learning materials and programs.
- Experience with Articulate Storyline is preferred.

## KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of adult education concepts and principles including instructional methods and training techniques, curriculum design principles, learning theory, group and individual teaching techniques, design of individual development plans, test design principles, evaluation techniques and blended learning.
- Demonstrated ability to conduct comprehensive needs assessments, research and design of appropriate training courses to meet identified business priorities.
- Demonstrated ability to evaluate and assess effectiveness of training courses.
- Knowledge of design, development, implementation and evaluation of e-learning.
- Knowledge of technical training principles and procedures; learning management systems.
- Ability to prepare appropriate, clear and concise communication, both verbally and in writing, to a wide range of clients.
- Demonstrated ability to understand and interpret complex information to create clear and simple communications.
- Demonstrated competence in a range of Microsoft programs.
- Demonstrated facilitation, leadership, coordination and team building skills.
- Excellent organizational, interpersonal and problem solving skills.
- A proven track record of managing diverse and concurrent projects independently in a fast paced environment.
- Demonstrated commitment to continuous learning of self and others.

## CORE COMPETENCIES

### Navigating Change L2

Supporting self and others through change and transition and enabling successful transformation in work products and processes.

- Invites input and feedback on proposed changes.
- Supports others in generating new and innovative approaches.
- Builds support for new approaches and initiatives.

- Shares information on change in a timely manner.
  - Identifies innovative approaches to deal with situations for which no known precedent exists.
  - Eliminates unnecessary work activities.
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### **Embracing Learning L1**

Contributing to a learning culture by developing self and supporting others to acquire skills and improve performance.

- Self-assesses against expectations and standards to identify own learning needs in the current position.
  - Reflects on completed activities, identifying what worked well, what didn't, and how to improve own performance.
  - Openly shares knowledge with other employees.
  - Seeks to learn from other employees.
  - Takes advantage of learning opportunities provided to meet job requirements.
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### **Client Orientation L2**

Making it easy for our external and internal clients - seeing things through their eyes.

- Anticipates clients' needs and concerns.
  - Develops procedures and practices to ensure consistent service.
  - Leads or participates in efforts to enhance service delivery systems and processes.
  - Ensures consistency of service experience.
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### **Accountability L1**

Holding self and others accountable to deliver on commitments and to achieve desired results.

- Organizes own work load, clarifying priorities and expectations.
  - Participates in monitoring own performance.
  - Adjusts actions to meet expectations.
  - Takes action on things that need attention.
  - Supports organizational initiatives and activities.
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### **Inspiring Trust L1**

Inspiring confidence by demonstrating integrity and building credibility.

- Communicates professionally with others.
  - Presents information in a clear and confident manner.
  - Expresses own views while remaining open to alternative perspectives.
  - Respects other perspectives and opinions.
  - Speaks well of the organization and of each other.
  - Follows through on commitments.
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### **Decision Making L2**

Enabling progress by resolving issues and supporting others in taking calculated risks and making decisions.

- Involves the right people in the decision making process.
  - Makes decisions by weighing several factors, some of which are partially defined with missing pieces of information.
  - Uses sound business sense to make decisions.
  - Considers risks when identifying or recommending options.
  - Provides context and rationale for decisions.
  - Provides information to others to support decision making on complex issues.
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### **Organizational Focus L2**

Aligning work priorities, processes and practices to achieve the strategic direction.

- Optimizes processes or practices to support the achievement of organizational goals.
- Helps team members understand the broader vision and how their work is aligned.
- Identifies broader implications of proposed positions, options and approaches.
- Makes connections between situations and patterns to improve decision making.
- Recommends approaches to address issues with a longer term perspective.