



Position Description

Position Title:	Learning Content Specialist	Date:	August 2024
Location:	Tahua Hub, Takapuna, Auckland	Reports to:	Tahua Learning & Development Manager
Department:	People & Culture		

Who we are:

Tahua Group Limited is a great Kiwi business, home to well-loved brands in retail and hospitality. Inspired by a common vision and a shared passion for hospitality/retail, we strive to serve our communities in a truly unique way based on our heritage in Aotearoa. Each of our business units operate independently as they face the market, but are supported by resources, skills and solutions available through the Tahua community (e.g: Technology, Information Services, Finance, Payroll, Strategy Development, Project Management, Property, and People and Culture). Each business celebrates its own unique culture, however we are all connected through the Tahua values of 'better', 'manaakitanga' and 'whanaungatanga'.

Why you'll love this role:

This role is part of the high-performing People & Culture shared services team. Focusing on our QSR brands, and Tahua shared services, this role is focused on identifying how our people will be our point of difference and set us apart from other QSR players. Technical training skills will remain within each brand and be the focus of the brand's operations teams. This role will support the Learning & Development Manager role in optimising the recently implemented Learning Management System (World Manager platform we've called Rea), designing, creating and curating engaging, interactive learning content that our people love across the hospitality businesses, and the Tahua core group.

You'll love the opportunity to collaborate with key stakeholders across the business, understanding business needs and goals, to design content that supports both online and in-person experiences. Leveraging multimedia tools, instructional design principles, and learning technologies you'll develop a variety of high-quality learning resources including e-learning modules, interactive guides, video content, infographics, quizzes and assessments. Working closely with the L&D Manager, you'll prioritise the demands from the business units to ensure we meet the needs of a growing, thriving business.

You'll bring energy, a bias for action and a passion for learning experiences that make a real difference in our business. Your natural flair for collaboration and co-creation will unify the learning & development across the brands and contribute to our vision of creating a great Kiwi business.

What you'll deliver in this role:

- Proactive product ownership of 'Rea', the LMS (World Manager) across the Group. Ensure the smooth functioning of 'Rea' through regular updates and maintenance; manage and update learning content to ensure continued accuracy, relevance and maximum adoption.
- Act as the Subject Matter Expert (SME) for 'Rea', addressing and resolving user queries promptly, supporting the brands in their internal maintenance of the system. Provide training and support where required to ensure 'Rea' is maximised for functionality.

- Understand, through effective collaboration with appropriate stakeholders and Subject Matter Experts (SMEs) gather information, clarify concepts, and translate complex ideas into easily understandable technical design needs and requirements, to design appropriate learning solutions for the target audience.
- Development of high-quality, interactive and engaging learning modules and development programmes, utilising a variety of authoring tools and platforms (e.g., Articulate 360, Chameleon, Adobe Suite, Vyond/Powtoon, ElevenLabs or others) to create interactive and multimedia-rich learning experiences.
- Incorporate gamification, simulations, and other interactive elements to enhance learner engagement and retention.
- Thoroughly test and troubleshoot e-learning modules and other digital content to ensure functionality across different devices and platforms.
- Assist with the design and development of learning programmes, both in person and online. Potentially assisting with facilitating where required.
- Adopt a 'continuous mindset' approach, staying current with trends in instructional design, learning technologies, and adult learning theory. Experiment with new content formats and delivery methods to enhance the learning experience.
- Regularly assess the effectiveness of learning content through data analysis and learner feedback, and make necessary adjustments to improve outcomes. Review and revise content based on feedback, ensuring accuracy, consistency, and alignment with Tahua goals and standards.
- Create pre- and post-evaluation reports to measure learning outcomes for product-specific knowledge.

What you'll bring to the role:

- Previous, substantial experience in creating interactive and engaging learning content designed to suit a wide range of adult learning styles
- Technical proficiency with multimedia content creation tools (text, picture, video) and online training applications
- Exceptional stakeholder management skills, with the ability to work collaboratively to co-create great learning interventions
- Stays up to date with the latest trends in eLearning and content development
- A natural, fully inclusive style that designs interventions and solutions that are accessible to a wide range of needs and audience styles
- Well-developed professional networks combined with the ability to develop and nurture new relationships
- Strategic thinking and a fresh perspective to identify, develop and implement creative, innovative, solutions that add significant commercial value
- Strong organizational skills with the ability to manage multiple projects simultaneously
- Strong analytical skills to extract and interpret data for insights, meaning and reporting
- Exceptional written and verbal communication skills, including the capacity to produce high-quality reports, analysis, and presentations under tight deadlines
- A relevant qualification, or equivalent experience, in education, instructional design or related fields.