



TITLE: LEARNING DESIGNER

CLASSIFICATION: BAND 2

MINISTRY: BC PUBLIC SERVICE AGENCY

WORK UNIT: INNOVATION HUB

JOB OVERVIEW

The Learning Designer guides the Innovation Hub and the BC Public Service (BCPS) in the design and implementation of capacity-building programs and learning resources for BCPS employees. They work closely with the Director of Capacity Building to champion the need for, as well as the value of, adopting an innovative mindset and approaches across the BCPS. The Learning Designer is well-versed in the elements of an innovative public service, including personal leadership, cultural and structural change, and innovative approaches to public policy development (like systems thinking, behavioural insights, design thinking, agile). The Learning Designer co-leads, organizes and facilitates workshops and meetings to help employees learn and understand innovative concepts and methodologies and how they might apply to our work in the public service.

ACCOUNTABILITIES

- Designs, develops and co-leads innovation outreach and learning initiatives such as workshops, trainings and engagement sessions.
- Provides advice to clients and stakeholders regarding options and activities for innovation learning initiatives.
- Challenges technical jargon and promotes the use of plain language in order to support approaches or direction.
- Builds collaborative relationships with a range of employees across the BCPS in order to provide clarity to clients and stakeholders.
- Identifies and maintains working relationships with other public service employees through regular, influential contact.
- Works alongside policy teams that are testing and/or implementing innovative methods, creating learning opportunities and encouraging reflection and refinement.
- Documents and analyses education, training and consulting activities, outcomes, and trends.
- Networks with colleagues to gain information on trends and opportunities.

JOB REQUIREMENTS

- Related university degree or diploma plus 2 years of related experience in innovation management, designing learning initiatives, and/or design thinking field (e.g., architecture, planning, graphic).
- Experience related to the areas of knowledge translation, innovation management, innovative methods, and/or user design.
- Experience designing innovative learning programs for adult learners.
- Experience using innovative approaches to designing policies, programs and services, such as behavioural insights, design thinking or agile development preferably in a public service environment.
- Experience managing a portfolio of clients in a customer service environment.
- Experience handling multiple priorities concurrently.
- Occasional overnight travel may be required.
- Successful completion of security screening requirements of the BC Public Service, which may include a criminal records check, and/or Criminal Records Review Act (CRRA) check, and/or enhanced security screening checks as required by the ministry (**Note: It is important that you read the job posting carefully to understand the specific security screening requirements pertaining to the position**).

BEHAVIOURAL COMPETENCIES

- **Self-Discovery & Awareness** means understanding one's thoughts, feelings, values and background and how they impact the success of the interaction and relationship, or how they may influence one's work. It is recognizing one's own biases by tracing them to their origins, through reflection and by noticing one's own behaviour—and then intentionally seeking a way forward that positively impacts the interaction and relationship. It means maintaining new ways of thinking and acting when situations become difficult or uncertain, or in times of urgency.
- **Flexibility** is the ability and willingness to adapt to and work effectively within a variety of diverse situations, and diverse individuals or groups. Flexibility entails understanding and appreciating different and opposing perspectives on an issue, adapting one's approach as situations change, and accepting changes within one's own job or organization.
- **Teamwork and Co-operation** is the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals.
- **Results Orientation** is a concern for surpassing a standard of excellence. The standard may be one's own past performance (striving for improvement); an objective measure (results orientation); challenging goals one has set; or even improving or surpassing what has already been done (continuous improvement). Thus a unique accomplishment also indicates Results Orientation.