



HERITAGE LIFECARE

Position Description

Learning Management System Administrator

Company Overview:

Heritage Lifecare is a provider of Residential Aged Care Facilities throughout New Zealand. We aim to add value and enhance performance for all those in our care homes and villages. Our employees are united in our common purpose, mission and values and strive to ensure the delivery of respectful and caring services, in an environment that is safe for clients. Heritage aims to enable the continued pursuit of excellence in care through monitoring, auditing, actioning and evaluation of service whilst respecting and valuing our residents, families/ Whānau and staff.

As an organisation we are committed to providing 'A Better Everyday' for our residents, their whānau and friends, and our employees by aligning our actions to our company values.

Our pursuit of excellence comes from the things we value the most:



People First - Enhance the health, safety & wellbeing of our people.



Nurture Success - Seize opportunities every day, and in every moment.



Better Together - Work together in respect and harmony to empower everyone.

At Heritage Lifecare Limited we are committed to embracing diversity by ensuring we apply the principles of merit, equality, fairness and transparency to our working practices which enable decisions and actions to be free from discrimination, conflict of interest and favouritism. We do this with a commitment to the Principles of Te Tiriti o Waitangi – partnership, participation and protection.

Heritage Lifecare is committed to Ngā Paerewa Health and Disability Services Standards, supporting a person and whānau-centred health and disability service, where people are empowered to make decisions about their own care and support in order to achieve their goals.

Position Overview:

The purpose of the Learning Management System (LMS) Administrator role is to support the roll out and smooth operation of our Learning Management System (ELMO). This includes supporting data upload and configuration as new care homes are added to the system and ongoing system administration and support for

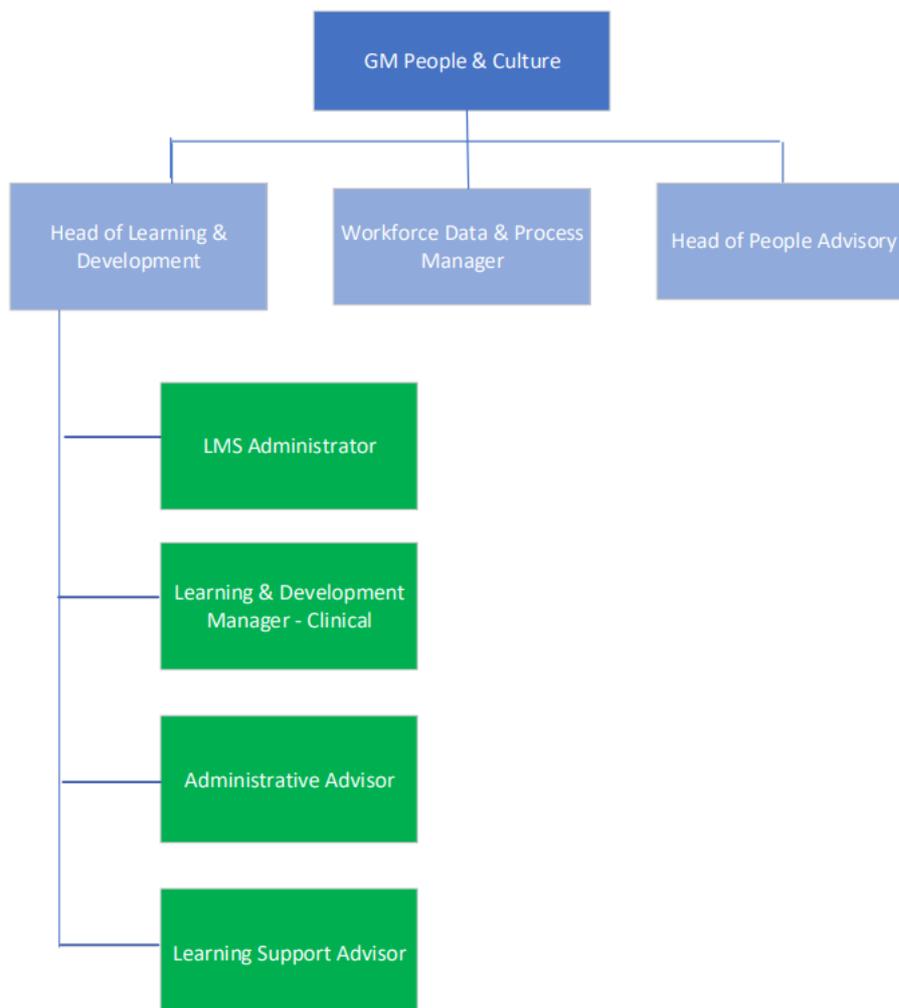
existing sites. This role will help to troubleshoot issues, develop and maintain clear documentation and provide support for system enhancements.

Reports to: Head of Learning & Development

Direct Reports: N/A

Functional Relationships: People and Culture Team
Care Home and Village Manager(s)
Care Home Clinical Services Manager(s)
Care Home Administrators
Support Office Teams Wider employee network

Team Structure:



Key Accountabilities:

Support the rollout of ELMO

- Bulk upload learners to the system using data file extracts from our HR master data;
- Configure the ELMO system for the addition of new care homes.

Support for existing ELMO users

- Troubleshoot and answer questions from existing sites on how to get the most out of our LMS;
- Enrol learners into mandatory training modules on the LMS;
- Monitor completion rates of mandatory training and provide support to increase compliance.

Process Support and Documentation

- Maintain documentation e.g. user guides, system configuration guides.
- Document LMS processes e.g. review and archive processes.
- Collate feedback received from users of the LMS and undertake system changes and enhancements, as required.

Health and Safety

Heritage Lifecare is committed to a process of continuous improvement in order to achieve excellence in the management of health and safety at all of our workplaces. We recognise the positive impact that the values and benefits of enhanced health and safety bring to the organisation, our employees and our communities.

As a leader of our people approach, you are required to demonstrate leadership in all health and safety matters for your area of responsibility. This means ensuring that Heritage Lifecare complies with its obligations under the Health and Safety at Work Act 2015 (Act) and that workers are operating in an environment where health and safety hazards and risks are appropriately identified, eliminated and minimised, so far as is reasonably practicable.

There are two key points to health and safety:

- The safety of our people and the communities in which we operate always comes first
- We are all empowered and expected to challenge any unsafe situation at work

We will achieve these by:

- Building a positive health and safety culture
- Aiming for zero harm
- Taking reasonably practicable steps to identify, eliminate or minimise risk
- Reporting hazards and incidents
- Managing contractors
- Communicating and consulting regularly about health and safety issues
- Developing our knowledge about our roles in managing health and safety
- Investigating and learning from incidents

- Ensuring competence to do the job

Financial Authority

N/A

Person Specification

Essential skills, knowledge and experience

- Previous experience in a Learning & Development or LMS administration role;
- Excellent troubleshooting skills;
- Excellent written communication with experience documenting processes with clear, step-by-step guides;
- Excellent verbal communication skills to explain to our users how to get the best out of the system;
- Good customer service skills and ability to support busy, operational teams.

Desirable skills, knowledge and experience

- Previous experience working with the ELMO LMS;
- MS Office skills, particularly Word and Excel.