



The United Church of Canada Position Description

Position Title: Online Learning Administrator	Category: 5
Reports To Position: Coordinator Webinars and Electronic Meetings	Direct Reports: none
Unit/Regional Council: Organizational Development and Strategy	Date Last Reviewed: April 2024

Context

Called by God, as disciples of Jesus, The United Church of Canada seeks to be a bold, connected, evolving church of diverse, courageous, hope-filled communities united in deep spirituality, inspiring worship, and daring justice.

Within the United Church the General Council Office supports the mission and ministry of the communities of faith and regional councils. It is the denominational expression of The United Church of Canada, working ecumenically and in global partnership.

The Organizational Development and Strategy (ODS) Unit supports the General Council Office in the development, execution, and communication of its vision and strategic priorities. The unit helps shape the public face of The United Church of Canada, contributing to the denomination's principled presence supporting bold witness in the public square and strengthening invitation to the church across the country and its ministries. It assists in nourishing congregations, supporting regional councils, advancing the national program, and contributing to effectiveness of the church. The Unit houses the General Council Office planning function (strategic and operational), reporting and evaluation; a Communications department of subject matter experts who ensure alignment in key messaging; and a department of staff dedicated to the church's overarching priority of Growth, who work with the regions to cultivate innovation, strengthen existing congregations toward transformation, and seed and grow new communities of faith. The Unit also houses Ministries in French.

Communications include building and maintaining the main United Church website (united-church.ca) and several other specialized websites, video production, statistics, public relations, news releases, social media, intranet, internal/external communiqués, book publishing, book/resource sales through an e-commerce site (ucrdstore.ca), supporting online meetings and continuing education (United in Learning and ChurchX) and managing communication channels and all the production of program materials to the general public and the church at large.

Position Purpose

The Online Learning Coordinator supports the planning, implementation, and coordination of the United Church of Canada's national online learning programs and oversees the development and marketing of the overarching online learning strategy. They assist in creating and shaping our online learning roadmap by planning and executing digital strategies that generate opportunities to invite and grow our online learning followers. They work with internal clients on the scope and strategy of online learning projects ensuring that the products support the organization's Call and Vision and meet industry standards of excellence.

Primary Areas of Responsibility

1. Online Learning Project Management Support (40%)

- Assist in the planning, organization, and monitoring of the online learning projects utilizing cross-functional teams to deliver defined requirements, and meet strategic communication and organizational objectives;
- Work with the Project Sponsor and project team to develop project plans, including project life cycles, project requirements, resource requirements, change management processes, risk management, key milestones, communication mechanisms, and deliverables;
- Assist in the development and execution of the project following the plan created, along with the applicable organizational standards, guidelines, and processes;
- Ensure previous projects' lessons learned and applicable industry experience is incorporated into the project execution plan;
- Create and maintain the project schedule;
- Work with the project sponsor, determine how results will be measured, and complete a post-project evaluation to determine how well results were achieved.

2. E-Network Support (20%)

- Promote opportunities for denominational hosting of e-networks on ChurchX platform;
- Assist with orientation and training of network leads, and helps to facilitate the setup of e-networks, assisting with necessary trouble shooting in implementation;
- Maintain data on e-networks, helps to facilitate evaluation and brings forward proposals for improvement.

3. Leadership and Problem-Solving (10%)

- Build, nurture, and maintain creative and cooperative working relationships across the Communications Department and General Council office staff;
- Provide leadership and problem-solving for assigned project(s), including leading the project team in conjunction with the Project Sponsor;
- Negotiate with project stakeholders to identify resources, resolve issues, and mitigate risks, solving problems within the project life cycle and escalating issues as necessary;
- Manage project scope effectively by ensuring any changes to scope are documented and approved.

4. Reporting, Tracking and Communication (20%)

- Develop reports, recommendations, and communication plans via written and verbal presentations to project sponsors, stakeholder groups, and the organization;
- Track and report on project milestones and provide status reports;
- Liaise across organizational structures to facilitate coordinated strategies;
- Maintain detailed project documentation such as meeting minutes, action items, issues list, and risk management plans;
- Coordinate cross-functional meetings with various functional areas to meet overall stakeholder expectations and objectives; and
- Identify and implement process changes, improvements, and planning methodologies to enhance performance across projects continuously.

5. Administration (10%)

- Provide administrative support for the project, including data entry, data management, and other items as needed to move the project forward;
- Review project plans to ensure that it meets the brand standards and the campaign goals;
- Maintain and keep records of campaign assets; and
- Assist with any tasks needed to move the project forward.

Your job title does not define or limit your duties and you may be required to carry out other work within your abilities from time to time at our request. We reserve the right to introduce changes in line with technological developments, which may impact your job duties or methods of working.

Qualifications:

Education

- Post-secondary education degree in Communications and Marketing or related field and/or college diploma in Adult Education principles; Project Management Certification would be an asset.

Experience

- 2-3 years of experience in the delivery and development of online learning platforms;
- Experience in non-profit and/or church settings is preferred.

Skills and Abilities

- Proficient management of Learning Management Systems such as Moodle, D2L, or equivalent;
- Proficient in the use of various software applications - Office 365, (Excel in particular), Dynamics, SharePoint, One Drive, Teams, Zoom, video and editing tools, various internet applications, web tools, analytics, and new media platforms;
- Experience in developing learning material for adult learners, using the principles of Adult Education, a certificate in Adult Education is also preferred. The candidate will assist with client and information and knowledge development as required;
- Strong background in Strategic Planning and/or Business Development, with proven ability to identify issues, structure a problem, building and executing a plan;
- Creativity, resourcefulness, time-management, and planning skills with the ability to see the big picture;
- Excellent verbal and written communication skills together with good judgment to make timely and sound decisions;
- Ability to communicate insights and learnings based on data;
- Able to diplomatically resolve production issues between staff, resource people and other key actors;
- Knowledge of United Church policies, activities, and programs is considered an asset; and
- French language skills are considered an asset.

Personal Characteristics

- Alignment with the vision and values of The United Church of Canada – respect, diversity and integrity;
- Critical thinking approach with exceptional analytical and problem-solving skills and attention to detail including implementation and execution of resolutions; and

- Strong team player and self-motivated towards moving processes forward.

Working Conditions

The United Church of Canada has adopted a hybrid workplace model, providing flexibility for this position, working both off-site and in the General Council Office, currently located at 3250 Bloor Street West in Toronto, ON. The incumbent will be provided, for work purposes, use of secure devices and must be available by email, phone, teams or zoom during regular office hours Monday to Friday. Sitting and viewing a computer screen for long periods, keyboarding/using assistive devices or software, intermittent physical activity including sitting, standing and being on the phone for long periods of time will be required. Occasional additional hours may be required.

As part of our ongoing commitment to the Accessibility for Ontarians with Disabilities Act, The United Church of Canada will aid employees who request accommodation throughout their employment with us, unless the position is deemed to be a bona fide occupational requirement and/or to the point of undue hardship considering issues of health, safety and cost.