

POSITION TITLE	Program Experience Coordinator (Band 1)
POSITION TERM	Ongoing
FUNCTION / DEPARTMENT	Operations
REPORTING MANAGER	Program Experience Advisor (Team Lead)
No. DIRECT REPORTS	0
LOCATION	Melbourne
APPROVED BY	Dean & CEO
APPROVAL DATE	19 November 2024

ABOUT ANZSOG

The Australia and New Zealand School of Government (ANZSOG) was established by governments and a group of universities to serve governments and public services in Australia and Aotearoa New Zealand. Its members are the national governments of Australia and Aotearoa New Zealand, all Australian States and Territories, and leading Australian and Aotearoa New Zealand universities.

The School delivers education programs, accredited and non-accredited (customised and open-to-market professional learning), research and a range of related services to build capability in and support effective ethical public governance, administration and public policy. It brings together academic and practitioner experts from across our member governments and around the world to cater to current government and public sector learning and development needs and anticipate and address future government and public sector challenges.

ABOUT THE POSITION

The Program Experience Coordinator is a key position at ANZSOG, dedicated to ensuring participants receive exceptional support throughout their learning journey. Reporting to the Program Experience Advisor (Team Lead), the Coordinator works closely with participants, faculty, and staff to provide hands-on assistance and ensure a smooth and enriching experience.

This role is pivotal in coordinating services and activities that promote engagement and success. Key responsibilities include organising orientation sessions, managing peer mentoring initiatives, and facilitating feedback processes. The Coordinator will also play a crucial role in planning and executing events that enhance the learning experience and foster a strong sense of community.

By maintaining close communication with participants and staff, the Coordinator will proactively address concerns and ensure access to necessary resources and support. The Program Experience Coordinator will have a high level of drive, integrity, and accountability, and be eager to identify and respond to new and emerging needs. They will possess well-developed verbal and written communication skills, be confident in negotiating with and influencing others, take initiative, and be capable of working with limited supervision. The Coordinator will exercise sound judgement in supporting initiatives carried out by the Student Experience, Marketing and Alumni Team.

KEY FUNCTIONAL RESPONSIBILITIES AND ACCOUNTABILITIES

- Program Delivery: The Student Experience, Marketing and Alumni Team are responsible for collaborating with program areas and faculties to ensure the effective delivery of programs and events. They will assist in the development and implementation of initiatives that enhance the quality of the educational experience, as well as monitoring and evaluating the effectiveness of student support services related to programs and make recommendations for improvements.
- Alumni relations: The Student Experience, Marketing and Alumni Team will develop and execute strategies to maintain and enhance relationships with alumni. They will also foster a strong alumni network that supports the school's mission and provides opportunities for alumni to contribute to organisational growth and impact.
- Program Experience Coordination: Collaborate with the Student Experience, Marketing and Alumni Team and other ANZSOG departments to deliver programs that meet operational needs and are tailored to enhance program engagement and satisfaction. As the key point of contact for students, faculty, and participants, you will provide support at all stages, pre-program, during delivery, and post-program, ensuring an experience that aligns with ANZSOG's values of excellence and continuous improvement.
- Program Planning and Execution: Work closely with faculty and other contributors to confirm session details, prepare program materials, and co-ordinate program learning exercises and activities that actively promote student engagement and foster collaboration. Manage the content on ANZSOG's Learning Management System (LMS), Canvas, ensuring it is accessible, interactive and relevant to the students' learning experience. Additionally, you will oversee all logistics, including IT/AV arrangements, travel, accommodation, and catering for both faculty and students, aiming to create a seamless and stress-free program experience that prioritises student needs and convenience.
- Student Data Management and Reporting: Track student enrolments, manage cancellations, and maintain accurate student and participant data in ANZSOG's systems. Ensure that data management processes comply with policies and support the enhancement of the student experience by providing insights that inform decisions. Collaborate in the collection and analysis of feedback and program evaluation data to drive continuous improvement and align program offerings with student expectations and institutional goals.
- In-Person and Virtual Event Support: Serve as ANZSOG's representative at in-person and virtual program events, ensuring smooth program delivery by providing logistical support and on-site customer service to faculty and participants, while creating an environment that encourages student interaction and engagement. Plan, prepare, and deliver online webinars to orient program participants with ANZSOG's LMS, Canvas, and online technology platforms. In virtual settings, ensure seamlessness by serving as a host, through sharing documentation and videos, managing collaborative tools, organising breakout rooms, and ensuring consistent communication between students and faculty.
- Faculty and Contributor Support: Provide proactive support to faculty and program

contributors by providing guidance on ANZSOG's online platforms and tools. Foster innovative strategies for student engagement through interactive learning exercises and effective technology use. Conduct run-throughs of online program deliveries and provide technology platform instructions to ensure that all participants, including faculty, are well-prepared, facilitating a seamless and engaging experience for students.

MANAGEMENT

This role does not have staff management responsibilities.

ABOUT YOU

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QUALIFICATIONS / EXPERIENCE

- Bachelor's degree in Education, Social Sciences, or a related field is preferred.
- Experience in program delivery or a similar role within an educational institution.
- Membership in relevant professional bodies or organisations is desirable.

SKILLS / COMPETENCIES

- Ability to lead initiatives and programs that enhance program experience.
- Strong skills in engaging with students, faculty, and staff to build positive relationships.
- Ability to think strategically and implement programs that align with ANZSOG's goals.
- Excellent teamwork and collaboration skills.
- Advanced communication skills, both written and verbal.

ANZSOG VALUES

ANZSOG is a values-based organisation which means that we understand that the ways in which we work make a big difference in what we achieve. Our values are Excellence, Collaboration, Integrity and Respect, and we aim to ensure that they infuse our behaviours and attitudes as members of the ANZSOG community.