

POSITION TITLE	UX and LX Lead
POSITION TERM	Continuing
FUNCTION / DEPARTMENT	Learning Solutions & Experience
ANZSOG CAPABILITY	Capability Level 3
REPORTING MANAGER	Head, Teaching & Learning
No. DIRECT REPORTS	0
LOCATION	Offices in Melbourne, Sydney and Canberra
APPROVED BY	Executive Director, Advisory
APPROVAL DATE	October 2025

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.

In delivering on its mission of public governance that people trust, the school brings together academic and practitioner experts from across our member governments and around the world to support current and future government and public sector capability needs and anticipate and address government and public sector challenges.

ABOUT THE POSITION

This is a dynamic, future-focused role that leads the design, implementation and continuous improvement of technology-enhanced teaching and learning solutions across ANZSOG's programs. The role is central to ensuring that our andragogical approaches are delivered through cutting-edge digital platforms, supporting both fully online and blended learning models.

The UX and LX Lead draws on deep expertise in the application of next-generation technologies, including artificial intelligence (AI), generative AI and adaptive learning systems, to create high-quality, personalised and engaging learning experiences.

The role works collaboratively with IT teams to champion user experience (UX) design in learning environments and collaborates closely with Teaching and Learning Specialists and ANZSOG-contracted academic and practitioner faculty.

This role also contributes to the development of learner experience strategies, applying evidence-based UX and AI-enhanced design principles to ensure that digital learning environments are intuitive, accessible and future-ready.

ROLE ACCOUNTABILITIES

ANZSOG roles at this level share the following consistent accountabilities:

- **Operational Leadership:** Manage team operations aligned with strategic goals.
- **Team Development:** Support staff development and performance.
- **Project Oversight:** Lead complex projects and initiatives.
- **Stakeholder Engagement:** Build and maintain internal and external relationships.
- **Resource Management:** Monitor budgets and resource allocation

KEY FUNCTIONAL ACCOUNTABILITIES

Selection, Implementation and Management of Educational Technologies

- Lead the strategic exploration, integration, and evaluation of emerging technologies with the CIO and IT team, including AI-powered tools, to enhance learning design and delivery.
- Manage the selection and implementation of digital learning platforms and tools in collaboration with CIO and IT teams, under the direction of the Teaching and Learning Specialist.
- Ensure platforms meet the andragogical and operational needs of senior professional learners.
- Collaborate with the CIO and IT team, to manage vendor relationships and ensure platforms are scalable, secure, and aligned with ANZSOG's innovation agenda.
- Apply UX design methodologies such as learner journey mapping, persona development, wireframing, and usability testing to inform the design of digital learning solutions.

Faculty and Staff Enablement

- Working closely with Head, Teaching and Learning, ensure the design and delivery of highly effective online and blended learning experiences.
- Provide training and support to faculty and staff on the effective use of educational technologies, with a focus on AI literacy and responsible use of generative tools.
- Onboard faculty collaboratively with IT and Learner Experience teams, in the use of all learning technologies, including AI-enhanced platforms and tools.

Design and Andragogical Support

- Support the development of learner experience strategies that leverage AI for personalisation, feedback, and learner analytics.
- Contribute to the design of intuitive, accessible, and engaging digital learning experiences, including wireframes and information architecture.
- Conceptualise, design and maintain a knowledge management system to capture and reuse content at scale and across diverse portfolios.
- Ensure all digital learning materials meet accessibility standards and data privacy regulations, including ethical use of AI.
- Apply deep expertise in multi-media and production to ensure ANZSOG learning assets align with quality expectations.
- Apply strong project management practices to ensure that third parties deliver at scale and to deadlines.

Reporting and Quality Assurance

- Monitor and report on the effectiveness of technology-enhanced learning initiatives, including the impact of AI tools on learner engagement and outcomes.
- Ensure ANZSOG's ability to access, interpret, and act on learning analytics, including those generated by AI systems.
- Support the development and implementation of rigorous Quality Assurance Frameworks and processes.

QUALIFICATIONS, SKILLS & EXPERIENCE

- Tertiary qualifications in UX Design, Learning Design, or a related field.
- Proven experience in managing educational technologies and platforms (e.g., LMS, collaboration tools, video platforms), especially in fast-paced, professional learning environments.

- Demonstrated expertise in AI-enhanced learning design, including the use of generative AI, adaptive learning systems, and intelligent tutoring tools.
- Strong understanding of adult learning principles and instructional design.
- Demonstrated expertise in UX design methodologies, including user research, wireframing, and prototyping.
- Experience supporting blended and online learning environments in higher education or professional learning contexts.
- Familiarity with data privacy, accessibility standards, and ethical considerations in the use of AI in education.

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. As a binational learning organisation committed to authentically serving and partnering with governments and First Nations and Māori communities, we are also committed to engaging in ongoing learning to model the impact and change we seek to achieve through our work.