

Position Description – Program Delivery Coordinator

About the School

ANZSOG is recognised globally as a leading provider of executive-level education, research and advice and thought leadership for the public sector. ANZSOG was created by government for government, with the active collaboration of its member universities.

ANZSOG delivers:

- Postgraduate education incorporating the core disciplines that inform effective public administration.
- Executive education led by faculty from the world's leading education providers and senior officials from among ANZSOG's ten member governments.
- Safe places for senior practitioners to discuss and draw practical learnings from theory, research and case studies to inform policy debates and service delivery reform.
- Supportive environments for senior practitioners across Australia and New Zealand to learn from one another and build lasting professional networks, benefiting governments, communities and citizens.
- Research and advisory services that address key contemporary issues in public administration, policy development and management where information is lacking.
- Capability building for not-for-profit organisations which deliver services on behalf of government.

At the core of our ethos is a deep and genuine care for good public administration, reflecting the aspirations of and our close relationship to our government owners.

For further information: <https://www.anzsog.edu.au>

Position Statement

This role is part of the Program Delivery Team responsible for the delivery of ANZSOG's accredited and non-accredited Education and Thought Leadership program offerings. Our open enrolment, foundation and custom programs are delivered in a variety of modes with a focus on online and blended learning experiences.

The Program Coordinator is responsible for pre-planning through delivery of assigned programs, coordinating all logistics, on-site delivery, and day-to-day operations ensuring each program is delivered smoothly and successfully.

Key Responsibilities

Work collaboratively within the Program Delivery team and with other ANZSOG teams to plan, prepare and deliver assigned programs. This includes:

- Serving as the primary contact for faculty and participants for all pre, during and post program related support
- Working with faculty and other program contributors to confirm session details, prepare program materials, and co-ordinate program learning exercises and activities
- Creating and maintaining content for each program on the School's LMS Canvas for participant use and reference
- Coordinating program logistics including arranging IT and AV, and accommodation, flights, catering for faculty and participants
- Tracking and managing participant enrolments and cancellations and other program related data in the School's student and CRM systems
- Maintaining accurate and complete records of student and participants details in ANZSOG systems in line with ANZSOG policies
- Assisting with the collection, collation, and analysis of program evaluation data to support reporting
- Representing ANZSOG at face-to-face programs to provide logistical support and on-site customer service to faculty and participants to ensure a smooth delivery
- Providing guidance and support to faculty and other Program contributors of features and functionality of ANZSOG's chosen online platforms, and available tools to foster participant engagement and collaboration
- Conducting dry runs of online deliveries to ensure a seamless online experience, including developing run sheets and technology platform instructions
- Planning, preparing and delivering online webinars for program participants to orient them with ANZSOG's LMS Canvas and online technology platform
- Serving as a host for online program deliveries, sharing documents and videos, administering collaboration tools, co-ordinating break out rooms, monitoring attendance, and facilitating communication with faculty and participants to ensure a smooth delivery

Other responsibilities

- Supporting Program delivery wide and whole of School projects and initiatives including maintaining awareness of the School's strategic directions and activities
- Managing self in line with ANZSOG values including showing respect for all team members, ANZSOG peers and colleagues and external stakeholders such as faculty and participants
- Working flexibly to support balanced workloads across the Program Delivery team and supporting team members.

Key Selection Criteria

Essential

- Minimum of 3 years related professional experience in education program planning and delivery or event management, including experience with online and blended learning programs and/or events
- Experience executing programs or events utilising virtual learning conferencing platforms Zoom and MS Teams, and experience with online collaboration tools

- Strong PC skills including proficiency with Microsoft Office, and the ability to navigate multiple technology systems and quickly learn new technologies
- Strong oral and written communication and interpersonal skills
- Strong organisational and time management skills including working across multiple tasks concurrently and competing deadlines whilst maintaining strong attention to detail
- Ability to think quickly and generate solutions when unexpected issues arise
- A team player with a strong customer service focus and the ability to work independently and flexibly
- Ability to build and maintain productive working relationships with a range of stakeholders including faculty, Program Directors, guest contributors, program participants and alumni

Desirable

- A relevant tertiary qualification (such as bachelor's degree)
- Experience with the following technology –Canvas LMS, Salesforce CRM, Cvent event management and Explorance assessment and analytics
- Experience working in a public-sector agency and understanding of government
- Expertise and knowledge of adult education delivery

Other job-related information

- Willing to work flexible hours from time-to-time in support of program delivery
- This role may include domestic or international travel depending on program needs
- There may be periods where taking of leave is restricted in support of program delivery

Legal compliance

Ensure you are aware of and adhere to ANZSOG policies and procedures relevant to the duties undertaken, including:

- Equal Opportunity Policy: Discrimination, Harassment & Bullying
- OHS Manual
- Values and Behaviour
- Environmental Policy Statement
- Academic Quality and Integrity

Equity and Diversity

We are building an inclusive workplace to help realise the potential of our employees, embrace our differences, and apply our diverse thinking to innovation and creating public value.

All jobs can be worked flexibly, and we encourage job applications from Aboriginal & Torres Strait Island people, and people with disabilities.