

POSITION TITLE	Learner Experience Coordinator
POSITION TERM	Fixed Term – Full time
FUNCTION / DEPARTMENT	Learning Solutions and Experience
REPORTING MANAGER	Learner Experience Manager
ANZSOG CAPABILITY	Capability Level 1
No. DIRECT REPORTS	0
LOCATION	Our office locations are Melbourne, Sydney and Canberra
APPROVED BY	Executive Director – Learning Solutions and Experience
APPROVAL DATE	October 2026

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

The Learner Experience Coordinator is a key position at ANZSOG, dedicated to supporting the planning and delivery of programs and events and ensuring learners and faculty receive exceptional support throughout their program journey.

Reporting to the Learner Experience Manager, the Coordinator works closely with product teams, learners and faculty, to provide hands-on assistance and planning and delivery support to ensure a smooth and enriching experience.

The Learner Experience Coordinator has a high level of drive, integrity, and accountability, and is eager to identify and respond to new and emerging needs. They possess well-developed verbal and written communication skills, are confident in negotiating with and influencing others, take initiative, and be capable of working with limited supervision.

ROLE-LEVEL ACCOUNTABILITIES

ANZSOG roles at this level share the following consistent accountabilities:

- Deliver efficient and accurate administrative services.
- Maintain records and support system integrity.
- Respond to queries and support participant experience.
- Assist with logistics and coordination of team activities.
- Ensure adherence to policies and procedures.

KEY FUNCTIONAL RESPONSIBILITIES AND ACCOUNTABILITIES

Program Delivery

- Responsible for collaborating with program areas and faculty to ensure the effective planning and delivery of programs and events.
- 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 program delivery and make recommendations for improvements.

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 learner engagement and foster collaboration.
- Oversee all logistics, including IT/AV arrangements, travel, accommodation, and catering for both faculty and learners, aiming to create a seamless and stress-free program experience that prioritises learner needs and convenience.

Reporting

- Collaborate in the collection and analysis of feedback and program evaluation data to drive continuous improvement and align program offerings with learner 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 learners, while creating an environment that encourages learner interaction and engagement.
- Plan, prepare, and deliver online webinars to orient learners with ANZSOG's 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 learners 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 learner 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 learners.

QUALIFICATIONS, SKILLS AND EXPERIENCE

- A tertiary qualification in education, learning design, business, event management or a related discipline is desirable.
- Experience coordinating and delivering education programs, executive learning, professional development initiatives, events or comparable service delivery activities.
- Demonstrated experience supporting learning experiences across online, blended and face-to-face environments.
- Ability to independently coordinate programs and initiatives, manage competing priorities and ensure high-quality delivery outcomes.
- Strong stakeholder engagement skills, with the ability to build productive relationships with learners, faculty, partners and internal teams.
- Proven ability to apply sound judgement, solve problems and respond effectively to changing delivery requirements.
- Experience using learning management systems, CRM platforms, survey tools, reporting systems or workflow applications.
- Exposure to evaluation processes, quality assurance activities, service improvement initiatives or operational process optimisation.
- Strong organisational skills, with a high level of attention to detail and a commitment to continuous improvement.
- Excellent written and verbal communication skills, including the ability to communicate professionally with diverse stakeholder groups.
- Demonstrated ability to work collaboratively within cross-functional teams while contributing positively to team goals and organisational objectives

ANZSOG VALUES

ANZSOG is a values-based organisation. This 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, which guide 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.