

Learning Experience Coordinator Position Description

About the role

Clear Horizon is a design, measurement, evaluation and learning consultancy based in Melbourne with staff based across Australia. For the past 15 years we have provided professional development for our clients through public or tailored organisational face-to-face training and masterclasses. In 2019 we launched the Clear Horizon Academy, a world class online learning platform for these courses, fit for a global audience.

We are seeking a motivated Learning Experience Coordinator to support the Clear Horizon Academy in delivering exceptional online, face-to-face and blended learning experiences. We're looking for an individual that is enthusiastic, collaborative and committed to making our learning experiences enjoyable, accessible and relevant. There is an opportunity for this role to be full time or part-time (0.8 FTE).

Key Responsibilities and Key Purpose of Role

Learner Experience

Facilitate a positive and seamless end-to-end experience for our learners, through:

- **An efficient and friendly on-boarding experience**
 - Providing excellent customer service to expressions of interest and general enquiries through follow-up phone calls and emails, ensuring these are efficiently tracked and actioned
 - Managing course enrolments and Academy subscriptions including invoicing
- **Facilitating an engaging learning experience**
 - Welcoming new learners and providing technical/other support to ensure they are ready to learn and get the most out of our courses
 - Support the facilitation of virtual sessions in collaboration with the Head of the Academy and subject matter experts
 - Event manage face-to-face training for Clear Horizon including venue booking, catering, course materials etc (once F2F training resumes post COVID-19).
 - Coordinate the bookings of actors and subject matter experts for recording, webinars, virtual sessions and other activities required by the Clear Horizon Academy.
 - Moderate online course discussion/forums in collaboration with subject matter experts
 - Write engaging copy for and sending weekly learner emails
 - Support the Learning Manager in the build of online courses in our learning management system (Brightspace) including adding content and proofreading copy, in line with Clear Horizon brand guidelines.

- **Supporting ongoing learner engagement, retention, and conversion**
 - Support quality assurance processes including feedback from course participants and provide simple reports on the quality of the learning experience and course improvements.
 - Facilitate and moderate our Alumni Community, providing participants with monthly emails, discussion topics and additional relevant resources, with the aim of keeping them connected and engaged with the Academy
 - In consultation with the Academy and Marketing manager, develop ongoing networks and relationships with Academy Alumni for promotional opportunities.

Other duties

- Manage day-to-day posting and online engagement with learners and potential learners through our social media channels for all of Clear Horizon, in line with the Social Media Strategy and Marketing Manager directives
- Work closely with the marketing team to develop and deliver engaging content for Academy courses and general Clear Horizon promotion
- Input into Clear Horizons Communication Calendar and Marketing Strategy
- Maintain and update the Clear Horizon Academy calendar of online and face-to-face courses.
- Engage with Clear Horizon staff and subject matter experts to develop networks for course promotion
- Other duties to support the delivery of strategic objectives.

Professional / Technical skills and experience

We are looking for a highly motivated individual with the ability to support the Clear Horizon Learning Academy.

Must have skills/experience:

- Strong copywriting, editing and proofreading skills
- Strong organisational and administrative skills with attention to detail
- Strong analysis and problem-solving skills
- Customer service, sales, or community management experience
- Strong interpersonal and communication skills – specifically the ability to communicate both online, over the phone and face to face with a wide variety of stakeholders –
- Ability to work autonomously as well as in a team.
- Ability to be self-disciplined and prioritise work appropriately
- Ability to exercise effective and independent judgment, sensitivity, and creativity in the face of changing needs and situations.
- Proficiency in Microsoft Office applications.

Desirable skills/experience:

- A contemporary understanding of both online and face-to-face adult learning environments.
- Experience in online facilitation/and/or digital communications platforms
- Experience in effective social media engagement
- Experience with online learning and Learning Management Systems
- End-to-end event coordination (examples of events include face to face workshops and conferences).
- Learning design experience
- Facilitation or training experience
- Managing organisational social media accounts
- Experience working in a start-up using lean and agile methodologies.
- A basic understanding of design, measurement and evaluation

Clear Horizon is an equal opportunity employer who promotes, embraces and values diversity and inclusion in the workplace. We are dedicated to attracting, developing and retaining our staff irrespective of gender identity, ethnicity, sexual orientation, disability and age. Applications are encouraged from all sectors of the community and we strongly encourage applications from the Aboriginal and Torres Strait Islander community.

For further information on Clear Horizon or Clear Horizon Academy view our websites:

Clear Horizon – www.clearhorizon.com.au

Clear Horizon Academy - www.clearhorizonacademy.com

To apply send an application letter along with your CV to careers@clearhorizon.com.au