

Clear Horizon Academy's Operations Coordinator (Systems & Learning Delivery) (0.6 FTE)

Summary of Job Profile

Clear Horizon is a world-class evaluation and social impact measurement organisation working in Australia and internationally. For over 15 years we have been leaders in measurement, evaluation and learning (MEL), in program evaluation, and social impact measurement. We aim to build capacity with our clients in all our work, and in 2019 we launched the Clear Horizon Academy a world class online learning offer for a global audience.

Our mission is to power change makers to create positive impact for people, place and planet. We are a feminist, for purpose company and we make deliberate choices about who we work with to maintain our principles of social justice and environmental sustainability.

About the role

We are seeking a highly motivated and suitably qualified person to fill the position of Operations Coordinator (Systems & Learning Delivery) to support the delivery of engaging learning experiences for our public and in-house course learners.

Currently the Academy is delivering a suite of five online public courses (and growing!) ranging in length from 4-15 weeks long which we deliver two times a year. We also offer customised in-house versions of these courses to our extensive list of government and not-for-profit clients. Our online learning offering aims to inspire and enable project managers, evaluators, designers, collaboration leads, entrepreneurs and more to evaluate and improve their impact. As the Operations Coordinator you will lead the optimisation and automation of our business processes and systems including our learning management system. Your key responsibility will be to create an efficient and seamless journey for our learners from enrolment, through to onboarding and engaging with our courses and into our Alumni community.

This role would commence at 0.6 FTE with the potential to increase as the business scales.

The key responsibilities for this role include:

- Take ownership of and seek to improve and automate the Academy's operations including administrative processes, learning management system, project management system and learner relationship management system.
- Project manage the delivery component of Academy learning projects to time, budget and the satisfaction of all stakeholders.
- Make follow up calls to people who have expressed interest in an upcoming public course
- Ensure all income for course registrations is invoiced where requested and paid and all cancellations and deferrals are managed including refunds
- Onboard learners into our public and in-house courses
- Provide practical support to learners including responding to enquiries via email, phone and course discussion boards
- Coordinate our course mentors and ensure they have everything they need to succeed

- Send out weekly learner emails, follow up with disengaged learners and send out course certificates.

Other responsibilities:

- Any further ad hoc duties as required to support the delivery of the strategic objectives

Selection Criteria (please provide evidence of the below skills and experience in your cover letter):

Must have skills/experience:

- Exceptional organisational, planning and project management skills with eagle-eyed attention to detail and the ability to hit every deadline to budget.
- Online learning management system (LMS) administration (we use Brightspace by D2L but experience with any LMS will suffice) or experience in administering similar systems.
- Experience optimising and automating operations and administrative systems and processes
- Demonstrated experience as a self-starter shown through the ability to start with, and champion a seed idea, through to implement of a new product, system or service.
- Excellent customer service, interpersonal and communication skills
- Ability to work autonomously as well as in a team environment
- Ability to exercise effective and independent judgment and creativity and sensitivity to changing needs and situations.
- Proficiency in Microsoft 365 environment – Word, Excel, Powerpoint, Sharepoint, Teams etc.

Desirable skills/experience/qualifications:

- Experience working in the adult learning and instructional/learning design sector with a background in administering the delivery of online courses
- Customer relationship management system experience
- Project management system experience (we use Accelo)
- Experience working in a start-up using lean and agile methodologies
- Experience in one of our sectors (i.e. social, environmental, international development sectors).

Clear Horizon Values and Behaviours

- Our people are high performing, diverse, talented, supportive and inclusive.
- Ensure open lines of communication are maintained with all Clear Horizon colleagues
- Respect for our vision, mission and values
- Highest ethical standards and personal integrity
- Respect for confidentiality
- Strong work ethic

- Commitment to team-work and self, and the development of strong relationships with work colleagues
- Responsive to people's needs
- Versatile with a 'can-do' attitude whilst performing multiple roles at the same time

Clear Horizon is a dynamic organisation with a family-friendly workplace that values work-life balance. Committed to conserving Australia's biodiversity and strengthening our local community we acknowledge the rights of Indigenous people within Australia and overseas, and work proactively for social justice and environmental sustainability.