



Program Coordinator

Location: Canberra
Position: Program Coordinator
Reports to: CEO / General Manager
Location: Canberra region

Why work for Wisdom?

We believe in the power of learning to help our clients build their capability to solve their own problems and achieve their goals at an organisational and individual level. Our team of learning and development professionals have assisted clients in almost every sector of our economy including business services, government, real estate, retail, regulation and law enforcement, compliance, aged care, health, education, science, infrastructure, building and construction, tourism and hospitality.

What we are looking for

Wisdom Learning is seeking a Program Coordinator to join our team to assist in delivering excellent learning programs and solutions to our clients and learners.

Wisdom prides itself on providing our clients and learners with valuable learning experiences and our Operations team ensures smooth and efficient support services and administration of Wisdom's services and products.

As a program coordinator you will coordinate the day-to-day operational tasks across Wisdom's programs, including a range of activities:

- Engage and communicate with the Wisdom team and external stakeholders to develop meaningful, positive working relationships to support holistic and seamless service delivery for clients and learners
- Be a central point of contact at Wisdom, answer and respond to phone calls and monitor and respond to Wisdom's service inbox

- Create and implement project plans using our project management system
- Assist in coordinating resources and allocating work across the Wisdom team aligned to project plans
- Create and maintain scheduling across wisdoms programs
- Coordinate logistical support to check venue capacity and suitability, book training rooms, ensure technical connectivity requirements are met and confirm room access requirements where applicable
- Update systems/database to maintain clean data to ensure timely input of scheduling and program related information
- Coordinate and participate in regular client and program meetings to ensure alignment and deliverables
- Book and coordinate travel arrangements for facilitation teams and learners
- Assist our Quality team in ensuring quality requirements are up to date and maintained across programs, including our qualification programs
- Source, collate and compile evaluation data and program information to identify emerging issues and to adjust project plans or team actions to ensure excellent service delivery
- Set up time budgets, track and report on progress aligned to project plans, milestones and program deliverables

Essential:

This role is suited a highly organised and motivated person who loves working with people and a preference for working procedurally and methodically.

The successful candidate will have:

- A proactive approach to working with small teams providing clarity and alignment and to ensure deliverables are effectively tracked and progressed
- Outstanding organisational skills with the ability to help forward plan activities and contingencies, and manage within tight timeframes
- Sound judgment to effectively prioritise and replan work to ensure outcomes are met
- Capacity to work flexibly and think creatively to problem solve where necessary
- A love of keeping systems and teams organised and aligned through clean data and proactive planning
- Ability to consistently and methodically apply and follow business processes
- Strong communication skills both written and verbal form
- Strong interpersonal skills to build relationships and create positive interactions with a team and external stakeholders
- Ability to understand complex information, unpack it and simplify it into a clear plan that is easily communicated to a team
- Comfortable learning new database/LMS systems and ability to navigate and extract relevant data/reports to support delivery of program
- A keen interest to learn and grow as a professional with a great team of people
- A desire to work in a role that delivers services that helps people and organisations reach their full potential
- Significant experience in working in administrative or project management functions to deliver services to people
- Previous experience working in a role where compliance frameworks and guidelines were applied and considered in business processes

- Previous experience in providing project support on large-scale projects/programs

Desirable:

- Previous experience working in learning and development or a Registered Training Organisation (RTO) is highly desirable
- Willingness to apply for and maintain a Security Clearance if required (must be an Australian Citizen)