

## Job Description: Learning Experience Administrator

About the Property Council	The Property Council of Australia is the champion of Australia's largest industry that employs 1.4 million Australians and shapes the future of our cities. Our members include large and small companies which invest, own, manage and develop all forms of property as well as providers of professional services to the industry.
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Position	Learning Experience Administrator
Business Unit & Location	Academy / Sydney
Reports to	Deputy Director, Property Council Academy
Direct reports	None

Position Purpose	Responsibility to provide superior customer service to learners and administrative support to the Academy team. The role will be responsible for the day-to-day management of the Learning Management System (LMS) ensuring a quality experience for learners.
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Relationships	
Key Internal Relationships	Academy team Divisional commercial teams
Key External Relationships	Members & non-members Subject matter experts Facilitators, event speakers Venues and suppliers

Key responsibilities and tasks		
Key responsibility area	Key tasks	Measure of success
Customer service and administration	<p>Timely response to all enquiries.</p> <p>Management of course delivery administration including registrations and course reminders.</p> <p>Management of on the ground course logistics and administration, including but not limited to room set-up, catering, participant lists, place cards, workbooks etc.</p> <p>General assistance to Academy team members during courses to ensure programs run smoothly.</p> <p>Preparation of course evaluation forms and final feedback report.</p>	Efficient administration and all processes completed in timely manner in accordance with set timelines

	<p>Update of Academy website and interactive applications including IMIS and HubSpot.</p> <p>Management of course administration in the LMS.</p>	
Delivery of Foundation courses	<p>Deliver a calendar of courses in consultation with Academy team.</p> <p>Secure facilitator and industry speakers in accordance with set timeline.</p> <p>Timely management of individual course budgets to ensure targeted surplus is achieved.</p> <p>Be a part of the transformation of the foundation courses in 2021 where they will move from face to face to user paced online learning.</p>	<p>High level of positive feedback by course attendees</p> <p>Financial yield targets are achieved</p>
Academy team administration support	<p>Administration support to Education Specialist including but not limited to in-house administration, proposals, agreements, invoices, course communication and course setup.</p> <p>Management of Academy course calendar including marketing calendar and advertised course handbook dates.</p> <p>Management and continuous improvement of the Academy operations manual.</p>	<p>Efficient administration and all processes completed in timely manner in accordance with set timelines.</p> <p>Accurate calendars available to members at all times.</p> <p>Clear instructions for all Academy processes.</p>
Marketing support	<p>Coordination of course links, speaker headshots and bios for marketing consultant.</p> <p>Scheduling of subject matter expert profiles on LinkedIn.</p>	<p>All assets supplied to marketing consultant for EDM briefs each week.</p> <p>Weekly social media schedule.</p>
People and Culture	<p>Proactively champion and role model a one-company culture and our company values.</p> <p>Promote a high performance and accountability culture.</p>	<p>Consistent demonstration of an energised, collaborative and ownership mindset.</p>

#### Requirements including essential criteria

<b>Experience and skills</b>	<p>Previous experience in learning and development environment desirable</p> <p>Previous experience using a Learning Management System desirable</p> <p>Strong MS Office skills</p> <p>Strong time management, communication &amp; organisational and planning skills.</p> <p>Willingness to accept change.</p> <p>Highly articulate with an excellent command of written English</p> <p>Ability to manage multiple projects at any given point in time</p> <p>Exceptional attention to detail and high-level accuracy.</p>
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	<p>Ability to demonstrate your 'can-do' attitude with a deep understanding of the importance of stakeholder engagement and management.</p> <p>Proactive and self-motivated, and able to work in a small team environment with limited supervision.</p> <p>Hard-working, bright, astute, quick thinker and a 'can-do- attitude.</p>
<b>Education</b>	Tertiary education in Human Resources, Commerce or Business
<b>Essential requirements</b>	Irregular hours due to attendance at courses outside of normal working hours.

Property Council of Australia  
 Level 1, 11 Barrack Street, SYDNEY NSW 2000  
 P: [9033 1900](tel:90331900)  
[www.propertycouncil.com.au](http://www.propertycouncil.com.au)