Position Description

Learning Solutions Architect

Position Summary

The Australian Graduate School of Management (AGSM) Leadership Academy is a new business unit within AGSM Short Courses @ UNSW Business School. The Leadership Academy collaborates with partner organisations to develop the capabilities of their leaders by co-designing and delivering exceptional learning experiences across the breadth and depth of their enterprise to ensure 'whole of organisation' outcomes are achieved. Supporting large cohorts over multiple years, the Leadership Academy provides integrated, 'turn key', programmatic leadership development to enable organisations achieve strategic goals and transformation objectives. Combining client data and academic research insights, the Leadership Academy provides its partners with certainty in outcomes and a clear, measurable return on a commitment to learning.

The Learning Solutions Architect occupies a key role in the Leadership Academy providing specialist knowledge of contemporary, effective learning approaches across the lifecycle from business development to solution delivery. The role works with the Head of Enterprise Relationships to lead business development initiatives by engaging with current and prospective client organisations at a senior C-Suite Level to understand strategic objectives and translate these into learning outcomes and a high-level learning architecture and solution design for incorporation into proposal documentation and pitching presentations. The role leads the involvement of UNSW subject matters experts, facilitates co-design discussions with client organisation, and leverages knowledge of existing learning materials, UNSW Business School insights and research findings to direct a team of instructional learning designers to finalise the solution design and supervise the developing of the learning experience design and learning materials across multiple digital and face-to-face delivery platforms.
The position reports to the Head of Enterprise Relationships and will have 1 direct report in addition to leading a team of contracted learning designers.

**Accountabilities**

Specific accountabilities for this role include:

**Level 9**

- Support client business development engagement with the Head of Enterprise Relationships by architecting learning solutions to meet client strategic and transformational outcomes across the client’s enterprise – contemplating all levels and functions.
- Translate client’s needs into learning and development outcomes, required capabilities by skills and role/level, and develop an ingoing view on the solution design including the high-level learning experience design and use of different learning modalities.
- Design the high-level program architecture using the client’s preferred principles to ensure the coherence and integrity of the approach.
- Provide learning and development technical and subject matter expertise to support the business development process, consulting with current and prospective clients to understand their strategic objectives and success criteria.
- Lead the development of proposals in conjunction with the Head of Enterprise Relationships to senior client stakeholders and coordinate the involvement and engagement of UNSW subject matter experts, adjunct and full time UNSW Business School Faculty and the UNSW Business School Insights Unit.
- Lead the facilitation of learning experience discovery and solution co-design sessions with client organisations and their stakeholders.
- Commission, contract and direct instructional learning designers to finalise the learning experience design and create learning materials across multiple online and face-to-face delivery platforms. This includes leveraging, where appropriate, pre-existing learning materials from across AGSM.
- Be accountable for the quality control review of materials and design the evaluation and impact assessment framework to measure learning outcome effectiveness and endurance aligned to the client’s success criteria and achievement of its strategic objectives.
- Determine minimum performance thresholds for learning solutions to meet the strategic outcomes determined by the client and specify the approach to ongoing measurement and feedback loop for continuous improvement.
- Engage with the literature, UNSW Business School Insights Unit and UNSW Faculty and researcher community to remain at the forefront of learning innovation and published empirical research on core leadership topics and themes, learning design, learning effectiveness, blended learning approaches and pedagogy excellence.
- Align with and actively demonstrate the [UNSW Values in Action: Our Behaviours](https://www.unsw.edu.au/values) and the [UNSW Code of Conduct](https://www.unsw.edu.au/about/commitments/uni-code-conduct).
- Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.
Level 10 (in addition to the above):

- Directly contribute to the achievement of the Leadership Academy business unit revenue targets by developing competitively differentiating, and best in class solutions in support of the Head of Enterprise Relationships and the value proposition of the Leadership Academy business unit.
- Lead client business development engagement with the Head of Enterprise Relationships by architecting learning solutions to meet client strategic and transformational outcomes across the client’s enterprise and develop proposals, presentation and pitches.
- Engage current and prospective client organisations at a senior C-Suite Level. Understand client’s strategic objectives and translate these into learning outcomes and a high-level learning architecture and solution design for incorporation into proposal documentation and pitching presentations.

Skills and Experience

Level 9

- Relevant postgraduate qualification with subsequent relevant experience or equivalent competence gained through any combination of education, training and experience.
- Excellent ability to engage in a consulting-led business development approach to work with senior client stakeholders to understand their needs, objectives, and requirements and to translate these into learning outcomes, required capability and skills uplift and high-level learning experience design.
- Proven experience as an instructional learning designer working on blended learning programs at scale and across the breadth and depth of large organisations, preferably with a sophisticated understanding of contemporary adult learning principles.
- Rapidly comprehend technical topics and information to understand the client business and operating context and bring to bear relevant insights from the literature and other subject matter experts.
- High-level communication and interpersonal skills with demonstrated experience of successfully working with, managing, and building outstanding relationships with senior stakeholders and clients.
- Demonstrated strong business acumen, including proven success in proposal development, client needs scoping, contract pricing and strategic business development.
- Exceptional analytical, conceptual and creative problem-solving skills including demonstrated ability to quickly assimilate new concepts and information, to think laterally and innovate, and deliver flexible solutions.
- Excellent ability to adapt, operate and respond effectively to ambiguity, change and uncertainty.
- Demonstrated ability to work in a team, collaborate across disciplines and build effective relationships.
- An understanding of and commitment to UNSW’s aims, objectives and values in action, together with relevant policies and guidelines.
- Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.

Level 10 (in addition to the above)

- A PhD in learning or consulting-led solution design with extensive relevant experience or an equivalent level of knowledge gained through a combination of education, training and/or experience.
- Proven leadership skills and significant experience as learning solution architect or designer.
• Proven track record in leading, developing and selling organisational learning solutions or consulting-led enterprise sales engagements, with demonstrated experience in solution delivery and ongoing contract management.

• Established network of senior corporate leaders.

• Exceptional analytical, conceptual and creative problem-solving skills including demonstrated ability to quickly assimilate new concepts and information, to think laterally and innovate, and deliver flexible solutions.

**Pre-employment checks required for this position**

• Verification of qualifications

About this document

This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.