



Position Title and Grade: Learning Coordinator, Grade D

Reports to: Learning and Business Development Manager

Duration of Contract: Three-year term

Position Location: Burnaby, British Columbia

Commonwealth of Learning (COL) helps governments and institutions to expand the scale, efficiency and quality of learning by using new approaches, appropriate technologies, and open and distance learning (ODL) methodologies. Headquartered in British Columbia, COL promotes innovation and works with international partners to facilitate learning in support of sustainable development. It is financed by voluntary contributions from Commonwealth governments.

Overview of the Position:

The Learning Coordinator manages the online delivery of professional development training courses to the global staff of international organisations under a fee-for-service arrangement and assists in coordinating course development, overseeing learner support services and marketing customised learning solutions/courses.

Duties and Responsibilities:

- Manages the delivery of online professional development training courses, oversees the logistics of learner support services and prepares and monitors project budgets.
- Provides excellent client service through on-going liaison and communication with international organisations on administrative and operational matters needed to meet contractual requirements and expectations.
- Ensures that all contractual deliverables are met by the delivery team (e.g. course tutors and other consultants); creates course timelines and related matrices; organises tutor training for course delivery; and prepares progress reports.
- Assists the Learning and Business Development Manager with course development and marketing of customised learning solutions.
- Negotiates and prepares contracts and contract renewals for learning services for approval by the manager; assists with preparation of bids and proposals including costings, delivery timelines and identification of consultants required for delivery.
- Manages the learner record management system, compiles statistical data, monitors learner progress regularly, and informs learners and contractual parties of course results.
- Performs editing and drafting of documents, reports, proposals and other documents.
- Undertakes any other tasks as assigned from time to time.

Direct Reports:

Consultants.

Qualifications and Experience:

Qualifications	Experience
<p><i>Essential</i></p> <p>Undergraduate degree in education / social sciences / international development or other related area.</p>	<p><i>Essential</i></p> <p>Five or more years of work experience with exposure to project management, course administration, learner support and business development.</p> <p>Experience in networking with people and organisations using both interpersonal skills and online productivity tools at an advanced level.</p>
<p><i>Desirable</i></p> <p>Formal training in the use of online tools for data and information management.</p> <p>Fluency in the French language.</p>	<p><i>Desirable</i></p> <p>Experience of working in a fee-for-service setting in either education or international development.</p> <p>Working knowledge of online learning.</p>

Skills/Abilities:

- **Communication** – Ability to communicate both verbally and in writing with a wide network of contacts in a clear and concise manner that displays sensitivity to ethnic and gender issues. This includes good drafting skills for organisational and communication related activities along with the ability to communicate and work with others, both within and outside of COL, by promoting co-operation and collaboration to achieve collective outcomes, gathering, sharing and disseminating information with others, and appropriately giving and being open to feedback from team/co-workers.
- **Online Productivity Tools** – Skills to use online productivity tools at an advanced level to create, retrieve, store and exchange information and with the ability to learn and adapt to new systems with ease.
- **Project Coordination** – Ability to organise, prioritise and complete multiple assignments simultaneously within an appropriate time frame in a manner that efficiently utilises resources and optimises efficiency while maintaining high standards of quality and accuracy; shows persistence in overcoming obstacles; and ensures follow-through to desired results.
- **Contract / Vendor Management** – Ability to identify, select and maintain a network of contacts and to prepare, negotiate and manage agreements that achieve value for money and are consistent with COL’s policy framework.
- **Team Orientation** – Ability to communicate effectively and work with others, both within and outside of COL, in a collaborative manner; openly shares information, knowledge and expertise with the team and co-workers; is open to feedback from team/co-workers.

Personal Attributes:

- Commitment to the ideals of COL, notably to the role of education and learning as the key to sustainable development.
- Capacity to work in a multicultural office environment with a readiness to adapt to the work culture: time management, collegiality, quality, attention to detail and mutual respect.

COL Headquarters is located at 4710 Kingsway, Suite 2500, Burnaby, BC Canada V5H 4M2