

Engagement & Learning Coordinator

Good Things Foundation Ltd (Good Things Australia)

POSITION DESCRIPTION

Job title	Engagement & Learning Coordinator
Reports to	Head of Engagement & Learning
Location	Sydney based (Hybrid - work from Sydney office and home)
Position Type	Full-time fixed term contract to 30 June 2026
Reviewed	April 2025
Benefits	<p>Good Things Australia have a variety of benefits available to our employees including:</p> <ul style="list-style-type: none"> • Salary packaging - Additional \$15,900 tax free component • Additional 3 days paid leave between Christmas and New Year • Generous annual learning and development budget • Hybrid flexible working arrangements with a combination of work from home and collaboration time in the office • Employee Assistance Program (6 sessions per employee and their family members) • Access to contemporary co-working space at the Hub, Hyde Park • A diverse and inclusive workplace, where different cultures are celebrated and reflected upon

<p>Position Purpose</p>	<p>The Engagement & Learning Coordinator will be responsible for supporting the communications, engagement and learning teams to deliver high impact learning experiences, campaigns and programs that close the digital divide for good.</p> <p>This role will support the Learning Content Lead to develop and deliver specialised learning content and learning opportunities for our network of community based organisations who teach digital skills to people in their local communities.</p> <p>The role will also work with the Head of Engagement and Learning and the broader Good Things team to coordinate industry leading digital inclusion campaigns and events, professional development opportunities, communications and engagement activities.</p>
<p>Organisation</p>	<p>At Good Things Australia we are future-focused digital inclusion leaders, advocating, partnering, educating and innovating to ensure no one is left behind in the digital world. We develop and deliver a range of innovative digital inclusion programs to support those most in need, including people over 50 years of age, people with intellectual disability, migrant and refugee women, First Nations peoples, people with chronic health conditions, carers and low income families.</p> <p>We partner and collaborate with other social impact organisations, industry and government to provide holistic, sustainable and impactful digital inclusion programs and to advocate to close the digital divide.</p> <p>Good Things Australia is part of the Good Things Foundation Group, delivering digital inclusion programs in Australia since 2017 and in the UK for over 15 years.</p>

<p>About you</p>	<p>Support people to learn and do Good Things!</p> <p>You are a person focussed on supporting Good Things to shine, creating positive working relationships and bringing the attention to detail needed for projects and content to be delivered to the highest level. You will have experience coordinating and creating communications, events and learning activities, ideally in a not for profit environment, and are excited to support others to take action to close the digital divide or improve their digital skills. You can tailor your approach to meet your audience's needs, manage competing tasks and priorities, and confidently set up and manage administrative and reporting systems to keep everything organised. You combine creativity with practicality and insights to get Good Things done!</p> <p>You'll thrive in this role if you:</p> <ul style="list-style-type: none"> • Are solutions focused, proactive and great at coordinating people and tasks • Get excited about delivering engaging learning opportunities, events and communications, and want to be part of a dynamic, industry leading team • Are passionate about closing the digital divide, working collaboratively with others and inspiring people to take action.
-------------------------	---

<p>Key objectives and accountabilities</p>	
<p>Project coordination</p>	<ul style="list-style-type: none"> • Coordinate the planning, implementation, and tracking of Good Things' communications, engagement and learning activities across projects and programs • Ensure clear project management processes are in place and accountability for tasks allocated

Key objectives and accountabilities	
	<ul style="list-style-type: none"> • Ensure project management best practices and risk management processes are in place across our team projects and projects are delivered on budget
Communications & community engagement content creation and coordination	<ul style="list-style-type: none"> • Coordinate Good Things speaking program including developing an annual outreach plan to achieve Good Things objectives, managing incoming requests, allocating and briefing speakers, coordinating and updating materials, and creating engaging presentation content • Create and publish engaging and informative content on Good Things' websites and social channels that delivers on communications and engagement strategies, and support management of online communities • Engage with community organisations and our sector to promote our programs, campaigns and resources, and raise awareness of digital inclusion through various channels, including supporting/delivering webinars, digital marketing or coordinating meetings and events • Ensure materials and content is clear, on brand, accessible and easy to use • Liaise with freelancers, external organisations and third party suppliers to deliver products and projects eg graphic designer, printers, guest speakers, event organisers
Learning content creation and coordination	<ul style="list-style-type: none"> • Coordinate Good Things' professional development program for digital mentors, including webinar and events scheduling and management, liaising across teams and projects, briefing facilitators, ensuring content is engaging and up to date, and continuous improvement mechanisms are in place • Collaborate with others to create deliver professional development and networking webinars, events, community of practice workshops and training • Curate and maintain online digital mentor resource library and learner library, to ensure listings are

Key objectives and accountabilities	
	<p>well described, categorised, up to date, well promoted, published on time and the libraries are easy to use</p> <ul style="list-style-type: none"> • Research and fact check digital skills and digital mentoring learning content to ensure best practice • Regularly review and update content to ensure it meets the needs of Good Things and our audiences, is current and delivers on communications, engagement and learning strategies • Identify gaps in professional development, learning programs and content, and collaborate with others to design and implement solutions across platforms and channels • Work with Learning Content Lead and Good Things team to create new and engaging learning content that supports learning strategies to be implemented • Provide coaching support and advice to digital mentors, organisations in our network and the Good Things team on best practice digital mentoring and digital inclusion program delivery, as needed.
Program monitoring, evaluation and learning	<ul style="list-style-type: none"> • Coordinate the tracking and reporting of our communications, digital marketing, engagement and learning initiatives, including generating insights from analytics and supporting funder reporting • Recommend and assist with the implementation of continuous improvement strategies and capture feedback to ensure our learning, engagement and communications programs have maximum impact • Maintain resource/content register for reporting, scheduling review dates and continuous improvement • Other tasks as directed

Person specification	
<p>Essential knowledge, skills and experience</p>	<ul style="list-style-type: none"> • Proven ability to coordinate multiple activities and projects across communications, engagement, and/or learning projects on time and to achieve objectives • Experience coordinating meetings, training, events and webinars • Experience planning and delivering community engagement and professional development programs or initiatives • Proven ability to create, review, update and publish engaging learning and/or communications content tailored to different audiences across platforms and channels eg website, social media, online learning, video, fact sheets, slide packs for presenters • Strong written and visual communication skills with a focus on clarity, accessibility, brand and tone • Excellent attention to detail and grammar • Strong experience successfully liaising and collaborating with others to deliver great results • Confidence using digital tools to deliver high quality work (e.g. Canva, webinar platforms, social media) • Strong administrative and reporting skills • Experience using project management tools and processes • Experience using data and collecting feedback to generate insights and actions
<p>Desirable knowledge and skills</p>	<ul style="list-style-type: none"> • Experience designing learning experiences, training resources, and community events. • Experience facilitating/presenting engaging training and webinars • Awareness of accessibility standards and practices in content creation • Experience working in a not for profit environment

Person specification	
	<ul style="list-style-type: none"> • Practical experience working as a digital mentor and/or knowledge of the digital divide
Good Things Australia behaviours	<p>Commitment to ongoing growth and development and aligned to our behaviours:</p> <ul style="list-style-type: none"> • Positive • Creative • People Focused • Curious • Collaborative
Personal qualities	<ul style="list-style-type: none"> • Collaborative, flexible, adaptable and resilient • Demonstrable commitment to equality, diversity and inclusion • Demonstrable commitment to using technology, data and insights to monitor progress and improve • Compliance with our organisational Safeguarding Policies and Procedures • Satisfactorily meet pre-employment checks
Education and qualifications	<ul style="list-style-type: none"> • Tertiary qualifications in communications, marketing, education and training, or a related field, or equivalent industry experience • Project management certifications or relevant skills (desirable)

To apply, please send a copy of your resume along with a cover letter (no more than 2 pages) addressing Key Objectives and Accountabilities and detailing your relevant skills and experience.