

POSITION TITLE	Principal, Learning & Capability Solutions
POSITION TERM	Ongoing
FUNCTION / DEPARTMENT	Growth & Impact Group
ANZSOG CAPABILITY	Capability Level 4
REPORTING MANAGER	Director, Engagement & Growth
No. DIRECT REPORTS	1
LOCATION	Offices in Melbourne, Sydney and Canberra
APPROVED BY	Executive Director, Growth & Impact
APPROVAL DATE	October 2025

ABOUT ANZSOG

The Australia and New Zealand School of Government (ANZSOG) was established by governments and a group of universities to serve governments and public services in Australia and Aotearoa New Zealand. Its members are the national governments of Australia and Aotearoa New Zealand, all Australian States and Territories, and leading Australian and Aotearoa New Zealand universities.

In delivering on its mission of public governance that people trust, the school brings together academic and practitioner experts from across our member governments and around the world to support current and future government and public sector capability needs and anticipate and address government and public sector challenges.

ABOUT THE POSITION

The Head of Learning & Capability Solutions is a senior-level role within the Growth and Impact team. The position is a key part of ANZSOG's strategy to expand its revenue and impact by developing and winning bespoke educational solutions for B2X (business-to-government /organisation/business) clients, a core component of our Tailored Public Sector Solutions (TPSS) category.

This role sits at the intersection of business development and growth, learning, Global Initiatives, and product management. It requires a unique blend of strategic foresight, commercial acumen and motivation, and deep pedagogical expertise to act as the "translator" between client needs and ANZSOG's product and learning design capabilities.

The Head of Learning & Capability Solutions leads, or supports, the discovery process, designs innovative solutions, and serves as the subject matter expert in securing strategically important tailored engagements.

ROLE-LEVEL ACCOUNTABILITIES

ANZSOG roles at this level share the following collective accountabilities:

- **Strategic alignment of work** – lead the strategic prioritisation of work and resources to deliver on ANZSOGs ambitions and plans.
- **Continuous improvement** – encourage continuous learning, adaptation and professional growth within teams to enhance overall performance and support the achievement of ANZSOGs priorities.
- **People leadership** – role-model ANZSOGs values and cultivate a positive, high-

performance culture that encourages open communication, collaborative teamwork (within and across teams), and innovative problem-solving.

- **Financial management** – effectively manage and be accountable for budget performance by
- monitoring revenue and costs, adjusting forecasts as needed, and ensuring financial decisions align with ANZSOGs strategic and financial goals.
- **Ethics, safety and compliance** – uphold high ethical standards, ensuring transparency, integrity and compliance with legal and regulatory requirements, and contribute to a safety culture and safe work environment.

KEY RESPONSIBILITIES

This role connects market demand with a scalable, profitable product offering. The Head of Learning & Capability Solutions will be accountable for:

Lead Discovery & Strategic Solutioning

- Working closely with the Tailored Solutions, Client Engagement and Global Initiatives teams, lead or support discovery processes with B2X clients using a range of engagement tactics to understand their learning and organisational needs. The role will analyse this data to develop themes and insights that contribute to high-level, high-impact, scalable solution designs.

Design & Vetting of Tailored Solutions

- Working closely with the Head of Teaching & Learning and internal stakeholder teams across ANZSOG propose learning solutions that are commercially viable, feasible for ANZSOG to deliver, and desirable for the client. This includes shaping the existing education portfolio in line with emerging market needs.

Commercial Strategy & Business Development

- Lead and manage the function for tenders and proposals or support others in this process, including direct line management of the Advisor, Tenders & Proposals. This involves owning the strategic response process, collaborating with Client Engagement Managers and Global Initiatives teams to win strategically important tailored work, meeting performance targets, and ensuring the effective contribution of solution design expertise, costings, and client pitches.

Commercial Viability and Risk

- Be accountable for assessing the technical and financial risk of all proposed tailored work, ensuring final solution designs meet pre-defined profitability thresholds and resource allocation is feasible against the Principal's resource budget.

Portfolio Optimisation

- Contribute to the disaggregation and "productisation" of our learning portfolio to drive efficiency in the design of tailored solutions. This role serves as a key thought leader on the "next practice" of product development across the non-award portfolio.

Next Practice: Ecosystem & Solution Innovation

- Lead the evolution of ANZSOG's educational model from bespoke products to a unified,

scalable capability ecosystem. This involves exploring and/or architecting a proprietary learning marketplace and pioneering Product-as-a-Service (PaaS) innovation e.g., by developing SaaS-based capability diagnostic tools that enable real-time team benchmarking and foster recurring, data-driven relationships with agencies. Furthermore, the role will investigate and forge novel partnerships with global tech leaders and non-traditional innovators to co-develop "government-ready" learning solutions. By leveraging predictive capability analytics and learner data, the position is expected to transform the learning portfolio into a source of jurisdictional intelligence, providing predictive reporting on emerging skill gaps to turn learning into a strategic advisory service for governments.

QUALIFICATIONS, SKILLS AND EXPERIENCE

The occupant will have a rare combination of commercial drive and academic rigor, with a strong emphasis on problem-solving and communication.

- **Qualification:** Tertiary qualified. Relevant postgraduate study and/or professional training is highly desirable.
- **Strategic & Commercial Acumen:** Experience leading commercial engagements within a consulting (preferred), education, or B2B sales environment. The successful candidate must possess an entrepreneurial mindset, a hunger for winning new work, and a track record of translating complex client problems into profitable, scalable solutions.
- **Expertise in Learning Design:** A deep understanding of contemporary adult learning principles and design methodologies for executive-level education in face-to-face, online, and blended modalities. The candidate must be able to lead and advocate for a signature andragogy that is both innovative and practical.
- **Problem-Solving and Communication:** Exceptional communication skills with the ability to confidently present complex ideas to senior executives and serve as a credible "translator" between the client, sales, and the learning design team. The ability to listen, diagnose, and articulate a clear solution is paramount.
- **Experience in AI & Emerging Edtech:** A proven track record of experimenting with and integrating emerging technologies, particularly AI, into program design and delivery. The role requires a pragmatic, forward-looking mindset and an ability to leverage these tools to drive learning effectiveness and operational efficiency.
- **Experience:** Substantial career experience (10+ years) in a related field, demonstrating a strong capability in a hands-on, high-accountability role. Preference will be given to candidates with an understanding of government procurement systems, international government funding environments and the nuance of responding to these types of tenders.

ANZSOG VALUES

ANZSOG is a values-based organisation. This means that we understand that the ways in which we work make a big difference in what we achieve. Our values are Excellence, Collaboration, Integrity and Respect, which guide our behaviours and attitudes as members of the ANZSOG community. As a binational learning organisation committed to authentically serving and partnering with governments and First Nations and Māori communities, we are also committed to engaging in ongoing learning to model the impact and change we seek to achieve through our work.