



Position Description

Learning Solutions – Support Consultant

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Commercial in Confidence

catalyst 
Freedom to innovate

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1 Learning Solution – Support Consultant

Department: Learning Solutions | Reports to: Lead Consultant | Direct reports: None |
Competency level: Intermediate

1.1 About the role

You will be responsible for the development of an effective ongoing relationship between a group of clients and Catalyst, to ensure the clients receive excellent service. This role also involves engaging in business development tasks and creating opportunities for long term growth.

1.2 What you are accountable for

1. Providing consulting services for learning solutions Catalyst promotes.

Accountable for	Successful when
Client consultant process analysis and continual process improvement	You ensure consulting revenue targets are met
Provide effective client engagement and ensure their expectations are met	Clients and other Catalyst staff give positive feedback about your consultancy services
Identify and implement client configuration requirements	You are fully prepared for any meetings
Delivery of configuration and content development of client systems	You seek to understand client goals and desired outcomes before proposing solutions
Act as the interface between non-technical clients and Catalyst developers to help develop solutions to client problems	You give recommendations to clients that are appropriate for their requirements
Respond to client queries offering advice and guidance relating to the optimum use of their system	Your work is completed to agreed deadlines, or at least as quickly as is reasonably possible where no set deadline exists
Communication with a large range of stakeholders to deliver consultancy services	You deal openly and honestly with clients and fellow staff

Accountable for	Successful when
Communication of progress and any issues to Catalyst Management and team members	Confidentiality is maintained at all times
Deal openly and honestly with clients and Catalyst staff	You work within agreed budgets and appropriately communicate any risks, assumptions, or changes that may impact delivery
Collaborate with Catalyst staff in generating ideas and work opportunities	You proactively identify risks, issues, and opportunities and raise them early with appropriate context and recommendations
Maintain professional standards at all times	You investigate and assess issues before escalating them, providing clear options and recommendations where appropriate
	You support others in the team
	You prioritize your requirements effectively
	Client emails are responded to promptly and recorded in WRMS when appropriate
	You demonstrate ownership by following work through to resolution and maintaining momentum on client outcomes

2. Assisting in business development tasks to promote our learning services.

Accountable for	Successful when
Engaging in business development tasks to promote our learning services for Moodle, Totara and Mahara	You model appropriate behaviour that represents Catalyst and Catalyst's values in all external engagements
Promoting Catalyst services to clients where appropriate	Both verbal and written communications with clients and other Catalyst staff are clear, concise and accurate
Editing and reviewing content from your peers	You maintain professional standards in all

Accountable for	Successful when
if required	aspects of your work
Assisting in the development and review of proposals for RFI / RFP if required	You collaborate with Catalyst staff in generating ideas and work opportunities

3. Working with your manager and other senior team members towards your continual learning and development.

Accountable for	Successful when
Learning new tools and frameworks as required	You actively contribute to the capability of the wider team through knowledge sharing, mentoring, documentation, and continuous improvement activities
Participating in relevant trainings	You apply learning from previous projects and experiences to new situations, demonstrating an ability to transfer knowledge across different client contexts
Setting goals and targets for the further development of your career	Goals and targets are met, both short and long term
Taking on new and variable tasks as your role develops, as directed by your manager and mentor	Referring to the Catalyst Competency Matrix, you progress to new levels of capability
Work as directed by eLearning Team Leads	Your time sheets are completed daily in our Work Request Management System (WRMS)

1.3 Skill requirements & Competencies:

- Builds and maintains strong client relationships through clear communication, trust, and consistent delivery.
- Seeks to understand client goals, business needs, and desired outcomes before recommending solutions.
- Demonstrates sound judgement by investigating issues, evaluating options, and making recommendations appropriate to the client's requirements and context.
- Creates structure around ambiguity, helping clients and team members move work forward even when requirements or information are incomplete.
- Takes ownership of assigned work, proactively progressing tasks and following issues through to resolution.
- Raises risks, blockers, and concerns early, providing appropriate context and recommended next steps where possible.
- Effectively balances client needs, project constraints, budgets, and delivery priorities when making decisions.
- Communicates clearly and professionally with a wide range of stakeholders, adapting communication style to suit technical and non-technical audiences.
- Prioritises competing demands effectively and manages multiple projects while maintaining quality and attention to detail.
- Acts as an effective bridge between clients and technical teams, translating business requirements into clear and actionable outcomes.
- Demonstrates accountability for commitments, meeting agreed deadlines and keeping stakeholders informed of progress, risks, and changes.
- Applies knowledge and experience gained from previous projects to new situations and client challenges.
- Collaborates effectively with colleagues, contributing to a positive team culture and supporting shared team goals.
- Contributes to the continuous improvement of team practices, client delivery approaches, and consulting capability.
- Maintains professional standards in all client and internal interactions and represents Catalyst's values positively in external engagements.