



Position Description

Learning Solutions – 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/Senior

1.1 About the role

You'll be a key contributor to the ongoing relationship between Catalyst and a portfolio of learning solutions clients, making sure they receive excellent service and real outcomes from their Moodle, Tōtara, and Mahara environments. You will work with our account management team to help extract client requirements, then plan and implement with developer and consultant colleagues technical responses to these. As part of the discovery work, you'll also contribute to business development that creates opportunities for long term growth.

You'll often be running several client engagements at once, with shifting priorities and incomplete information, so you'll need to create structure and momentum in that ambiguity. This is an intermediate to senior role, and we're looking for someone who has already built this kind of experience, and can apply it from day one. If you have experience in building learning and development strategies or building competency frameworks for an organisation that would be a real bonus.

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 contribute to consulting growth and the long term value of your client portfolio
Providing effective client engagement, and proactively managing client expectations	Clients and other Catalyst staff give positive feedback about your consultancy services
Identifying and implementing client configuration requirements	You give recommendations to clients that are appropriate for their requirements
Managing client issues through to resolution, identifying opportunities to improve client outcomes rather than simply resolving individual requests	Tickets are resolved within agreed response and service levels, and clients receive guidance that pre-empts repeat issues
Delivery of configuration and, where needed, light content changes to client systems	You seek to understand client goals and desired outcomes before proposing solutions

Accountable for	Successful when
Acting as the interface between non-technical clients and Catalyst developers to help solve client problems	Development colleagues can pick up your escalations without starting from scratch
Responding to client queries with advice and guidance on the optimum use of their system	Your work is completed to agreed deadlines, or as quickly as is reasonably possible where none is set
Communicating with a wide range of stakeholders to deliver consultancy services	Client emails are responded to promptly and recorded in WRMS when appropriate
Communicating progress and issues to Catalyst management and team members, and dealing openly and honestly with clients and staff	Confidentiality is maintained at all times, and you work within agreed budgets and timeframes
Investigating and assessing issues before escalating, and following work through to resolution	You demonstrate ownership by maintaining momentum on client outcomes

2. Planning and implementing outcomes from strategy and discovery work.

Accountable for	Successful when
Translating strategy, discovery, and account planning work into practical implementation plans	Recommendations developed elsewhere land as real, working outcomes for the client
Sequencing and delivering the changes needed to move a client from current state to agreed future state	Delivery stays aligned to the intent of the original strategy or discovery work, within agreed budget and timeframes
Identifying where a plan needs to adapt as implementation reveals new information	Adjustments are raised early, with options, not discovered late
Guiding client teams on the effective use of their learning solution as they adopt what has been implemented	Clients are confident using their platform to meet their goals
Building light content or courses where directed	Content work stays proportionate, and clients are enabled to develop their own content over time

Accountable for	Successful when
Feeding delivery insight back into future strategy and account planning	Account plans and strategy work reflect what is actually happening on the ground

3. Contributing to business development and long term growth

Accountable for	Successful when
Engaging in business development tasks to promote our learning services for Moodle, Tōtara, and Mahara	You model behaviour that represents Catalyst and Catalyst's values in all external engagements
Promoting Catalyst services to clients where appropriate, and spotting patterns that point to opportunities or risks	Opportunities and risks are raised with enough context for your manager to act on
Supporting account management and business development colleagues, including proposals for RFI and RFP where required	Verbal and written communications with clients and Catalyst staff are clear, concise, and accurate
Editing and reviewing content from your peers where required	You maintain professional standards in all aspects of your work

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

Accountable for	Successful when
Learning new tools and frameworks as required, and participating in relevant training	New and relevant knowledge is actively brought into your day to day work
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
Working as directed by Learning Solutions leadership	Your timesheets are completed daily in WRMS

1.3 Core Competencies:

- Excellent relationship management skills, with the ability to build and maintain client relationships at all levels, from operational to senior stakeholders
- Ability to communicate with a range of stakeholders to deliver strategic learning consultancy, adapting your style for technical and non-technical audiences
- Exceptional organisational, time management, and presentation skills
- Comfortable making progress when information is incomplete, actively seeking clarification while maintaining momentum
- Highly driven and self-motivated, taking responsibility for your own actions and maintaining enthusiasm
- Able to develop and maintain multiple work projects simultaneously while remaining detail-oriented
- Understand client and team goals and help the team to meet them

1.4 Required skills and experience

1. Solid experience with a learning management system or HRIS, Moodle and Tōtara ideal, ready to apply from day one
2. Comfortable planning and delivering implementation work, translating strategy or discovery into a practical delivery plan
3. Demonstrated experience managing multiple client relationships and taking ownership of outcomes
4. Experience working in or with a People or Human Resources team, or in an L&D, people, or capability environment
5. An understanding of free and open source software (FOSS), and knowledge of software development in terms of process, tools, and technology