

Senior / Executive, SITLEARN (Client Experience and Programmes) (6-months contract)
Singapore Institute of Technology

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Posted Jul. 2, 2025, set to expire Nov. 1, 2025

Job Title Senior / Executive, SITLEARN (Client Experience and Programmes) (6-months contract)

Department SITLEARN

Institution Singapore Institute of Technology
Singapore, , Singapore

Date Posted Jul. 2, 2025

Application Deadline Open until filled

Position Start Date Available immediately

Job Categories Senior Executive Officer

Academic Field(s) Teaching & Learning

Job Website <https://careers.singaporetech.edu.sg/cw/en/job/498960/senior-executive-sitlearn-client-experience-and-programmes-6months-contract>

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Job Description

Senior / Executive, SITLEARN (Client Experience and Programmes) (6-months contract)

Job no: 498960

Department: SITLEARN

Contract type: Contract, Temporary

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As SIT's lifelong learning division of SIT, SITLEARN champions stackable and standalone Continuing Education and Training (CET) courses to working adults of all ages who are keen to upskill or reskill, whether to enhance their current role or transition into new industries. Designed with applied learning elements, our courses are developed in close consultation with industry and professional bodies to ensure continued relevance to workforce needs.

In alignment with the next phase of SkillsFuture, which envisions local universities as "Institutes of Continuous Learning", our division is expanding the breadth and diversity of our CET course offerings. This is supported by a dedicated team of highly trained client facing staff who support the division in end-to-end planning, administration and implementation of these programmes.

If you are excited by the challenge of organising CET courses for adult learners and inspired by a meaningful mission to support lifelong learning, delivering excellent client experiences, we invite you to apply for the position of Senior / Executive, SITLEARN (Client Experience and Programmes).

Key Responsibilities

- Coordinate and oversee the end-to-end delivery of CET programmes, covering all aspects from course initiation to closure. This includes administrative tasks, venue booking and setup, logistics management, vendor liaison, and course material compilation to ensure a seamless and positive experience for learners.
- Act as the primary contact for adult learners and HR partners, managing enrolments, addressing inquiries, and responding timely to feedback, ensuring a consistent, client-centric experience that fosters loyalty and retention.
- Manage multiple courses delivered in various formats, including in-person, synchronous e-learning, or hybrid modalities. This requires adaptability, meticulous planning, and a commitment to service excellence to ensure successful execution and learner satisfaction.
- Coordinate with internal stakeholders across various functions to implement the effective delivery of high-quality programmes and client experience.
- Prepare and maintain accurate course administration records.
- Monitor client satisfaction through feedback, surveys, and check-ins, providing data for service improvements to enhance client satisfaction and retention, and recommend improvements as appropriate.
- Organise and manage client-facing events and activities to foster engagement and strengthen relationships with learners and stakeholders.

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- Implement client experience brand strategies that shape perception, build recognition, and foster lasting connections with learners and company representatives (e.g. HR, L & D and business).
- Collaborate with faculty and university partners, client and partner development and marketing teams to ensure client requirements are understood and met for programmes.
- Participate in quality improvement and client experience initiatives focused on process and operational optimisation, service excellence, branding as well as other ad-hoc duties as required.

Job Requirements

- A degree or a diploma (with at least two years of relevant experience), ideally in a role involving client facing or learner support functions. Fresh Graduates are welcome to apply.
- Prior experience in administrative support and/or programme management. Experience managing complex events and client experience will be an advantage.
- Comfortable handling and coordinating logistical requirements, with a proactive approach to resolving challenges.
- Client and service centric, with a positive and professional work attitude and the ability to think-on-the-go and thrive in dynamic, fast-paced environments.
- Dependable, responsive and takes initiative to enhance the overall learner experience.
- Organised and meticulous, with strong attention to details.
- An effective communicator who builds trust, rapport and collaborates effectively with stakeholders, ensuring a fulfilling and memorable learning journey for adult learners.
- Proficient with Microsoft Office tools such as Outlook, Word, Excel, Powerpoint, and using digital platforms such as ZOOM.

We offer a hybrid work arrangement that combines remote and in-person work, subject to work exigencies.

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Advertised: 30 Jun 2025 Singapore Standard Time

Applications close: 31 Aug 2025 Singapore Standard Time

Contact Information

Please reference Academickeys in your cover letter when

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applying for or inquiring about this job announcement.

Contact

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