

Online Learning Manager

Service: Commercial and Advisory

Salary: TEP10

Reporting to: Assistant Director Commercial and Advisory

Purpose of Role:

To lead on online learning development, creating e-learning courses and webinars to support divisional and central services across The Education People and externals, working with a variety of internal and external stakeholders, and third-party suppliers.

To provide advice, support and guidance to all The Education People trainers on online learning design.

To deliver and maintain information, guidance, and training on online learning design for all The Education People trainers.

To support the delivery of the commercial plan and deliver against the commercial priorities.

Please note: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

Annex A: Person Specification

1. To lead the development of online learning courses
2. To lead on Moodle, dealing with queries from colleagues and customers
3. To constantly research the market, identify opportunities and gaps, ensuring services are informed and can develop products that are current and unique
4. To keep abreast of new technology relevant to online learning to ensure The Education People's offer remains current and up to date
5. To build and maintain good working relationships within The Education People, promoting the use of online learning to develop and demonstrate innovative ways to improve delegate experience
6. To liaise with third-party providers to ensure the best possible customer experience
7. To support the advertising and marketing of online learning
8. To contribute to and maintain a robust quality control system for online learning development and delivery, taking responsibility for course design
9. To ensure courses remain relevant and responsive to changing business needs
10. To provide management reports on a regular and adhoc basis
11. To write procedures and user guidance documents
12. To train colleagues of all levels on online learning systems
13. To undertake adhoc/support tasks when required
14. Deputise for Training Manager and other line management duties as required.

Annex B: Person Specification

	MINIMUM
QUALIFICATIONS <i>(if essential)</i>	<ul style="list-style-type: none"> Level 3 Diploma or equivalent or proven ability to do the job
EXPERIENCE	<ul style="list-style-type: none"> Collaborating with internal and external stakeholders Experience of Adapt/Articulate 360 software Experience of Moodle software Experience of managing relationships across services Experience of meeting regular tight deadlines Experience in handling enquiries from a wide range of groups by telephone, in person and by email Experience of CRM system
DESIRABLE	<ul style="list-style-type: none"> Digital design skills Video editing Experience or knowledge of the Education sector
SKILLS AND ABILITIES	<ul style="list-style-type: none"> Ability to work on own and as part of a team Good written and verbal communication skills Excellent understanding and delivery of effective communication, both written and verbal Good IT skills Good interpersonal and organisational skills Good customer relationship skills Ability to maintain confidentiality Ability to learn and work confidently with new IT systems as required Ability to identify gaps and development opportunities Ability to successfully manage pressures arising from competing demands, deadlines and priorities, with minimal supervision Commitment to equalities and the promotion of diversity in all aspects of working Ability to collect and interpret service and customer requirements

KNOWLEDGE	<ul style="list-style-type: none"> • Good understanding of online learning software • Good understanding of how to develop e-learning modules • Good understanding of how to edit images • Good understanding of how to create graphics using online software
BEHAVIOURS	<p>At The Education People we are guided by our shared values and expect you to:</p> <ul style="list-style-type: none"> • Act with Moral Purpose: We are driven by our shared moral purpose to do all that we can, both directly and indirectly, to improve educational outcomes and life chances. • Always put People First: We are committed to always putting people first: our staff, clients and partners, and above all, the people we serve. • Be Stronger Together: We believe in the power of partnership and collaboration, understanding that the very best outcomes are delivered only when we embrace challenge and work together – with each other, our clients and partners. • Demonstrate Excellence: We strive to excel in the delivery of high-quality services that produce lasting outcomes: balancing pace, precision, practicality and cost. • Show a Spirit of Innovation: We have a restless curiosity; we embrace every opportunity to learn, to challenge the status quo, and to seek to set new standards for outcomes and delivery. • Act with Integrity: We expect the highest standards of professionalism and integrity of ourselves and others, acting at all times within the ethical framework of our values.