**Job Description**

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| **Job Title:** | **E-Learning Coordinator** |
| **Reporting to:** | **Training Manager** |
| **Working Hours:** | **35 hours per week** |
| **Type / Duration:** | **1st May 2023 – 31 December 2025** |
| **Salary** | **£28,226 - £31, 895 per annum plus pension** |
| **Special Circumstances:** | * Ability to be flexible and adaptable - additional hours may be necessary to meet the demands of the post (including on occasion evenings and weekends) as appropriate and/or travel within the UK (or ROI as required). |

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| **Job Purpose**  To work as part of Advice NI’s training team to expand the portfolio of Advice NI online training including core-advice topics to meet the needs and requirements of the Advice Sector. |

**Key Responsibilities**

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| **Strategy and Direction** | **Support the delivery of the operational implementation of the strategic plan in line with agreed outcomes.**   * Contribute (as appropriate) to the development of the strategic plan and support the implementation of the operational plan. * Provide subject matter expertise, information and/or advice for areas under remit to enable effective decision making. |
| **Represent the Organisation** | **Represent the organisation.**   * Act as an ambassador and professionally represent the organisation at appropriate external national and local forums (our members, government departments/funders etc) and co-operate with other relevant agencies as may be required. * Deliver presentations/training workshops as required at external events. |
| **Provide Leadership and Management** | **Support in the leadership and functional delivery of the team; engaging, supporting and motivating colleagues to achieve success.**   * Assist in promoting a culture that demonstrates the values at all times and personally adhere to same, adopting a professional approach at all times. * Be accountable for your own performance in line with a high-performance culture and participate effectively in performance and development reviews. * Assist in promoting communication, teamwork, engagement and management of change. * Support other colleagues, building strong and productive working relationships with internal and external stakeholders to promote the organisation. |
| **Service Delivery and Membership Support** | **The effective and efficient coordination, design, development and evaluation of Advice NI’s online learning in line with agreed outcomes within your remit and that of others.**   * Coordination of Advice NI’s online learning development and maintenance including Subject Matter Experts, E-learning Developers, Animators, Trainers, Assessors and Verifiers to develop and maintain a library of online training & development materials. * Ensure effective and efficient project delivery in line with agreed KPIs; including on time, meeting specifications/targets/deliverables/Quality Standard requirements within budget and project scope, making certain the content and production quality is current and maintained to a high standard. * Identification and analysis of learning needs across the independent advice sector including employees and members. * Evaluate existing learning materials and convert to digital content in line with best practice methodologies. * Design, development, pilot and maintenance of formal online courses in core topic areas related to quality and occupational standards for Advisers. * Create quality intuitive and engaging on-line learning materials, assessments, and interactive multi-media, such as video, audio/podcasts and presented media to enhance learning. * Ensure regular quality assurance of training including responsibility for piloting, beta testing and ongoing evaluation of online learning and make any necessary modifications based on feedback. * Maintain learner records, monitor and support learners where needed. * Maintenance and upgrading of relevant online training systems and online learning platforms in conjunction with Advice NI’s IT Team. * Follow Advice NI processes and systems for training monitoring, development, delivery, assessment, recording and reporting and ensure these are correctly implemented and maintained. * Follow internal and Awarding Body requirements including standardisation procedures for assessment and quality assurance. * Monitor targets in line with KPI’s and prepare progress reports and other relevant documentation as required. * Carry out administrative duties required in conjunction with Advice NI’s training team and procedures. * Promote and help to market Advice NI training and specific training projects and contribute to the development and quality assurance of Advice NI’s training brochures, calendar, website, and other promotional material. * Ensure your own knowledge and learning and methodology remains relevant by proactively networking and exploring new methods, research and best practice within the learning and development arena. |
| **Budgets, Financial Control and Reporting** | **Support in the managing of resources effectively and efficiently.**   * Assist in the identification, preparation and submission of applications to ensure appropriate sources of funding to meet the current and long-term sustainability needs of the organisation. * Adhere to procurement policies and processes. * Monitor and control activities against budget as may be allocated. * Produce regular progress reports, outcomes reports and other statistical data regarding the function’s performance against agreed plans, internal targets, contracts and SLA’s/funder requirements including financial/non-financial outcomes. * Contribute to relevant consultation responses and research reports. * Assist in ensuring that the organisation’s resources (human, physical and financial) are utilised as effectively and efficiently as possible. |
| **Quality and Compliance** | **Ensure quality standards and compliance in line with legislation and regulations.**   * Assist in ensuring the department adheres to all organisational operational and people related policies and procedures including Equal Opportunities to ensure compliance to legal obligations and management of risk for the areas under your remit. * Participate fully and support regular quality and other internal verification processes to ensure compliance (internal and external) to and maintenance of relevant quality standards and to promote the brand and reputation of the organisation. * Personally, review own work to ensure appropriate quality and compliance standards are met. * Effectively deal with complaints and issues to ensure their resolution or escalate as appropriate. * Keep abreast of policy developments and/or other issues which have the potential to influence or impact the organisation. * Assist in ensuring adherence to confidentiality, security and GDPR including access to records and other legal obligations. * Assist to drive a continuous service improvement culture in line with efficiency and effectiveness and best practice approaches across the organisation. * Attend training team, project, standardisation, staff and other relevant meetings to aid in communications and planning and contribute to the team and organisation’s operational and strategic planning. |
| **Health and Safety** | **Wellbeing, Health and Safety.**   * Help to promote wellbeing and support interventions for employees in line with organisational need. * Adhere to health and safety regulations and assist in helping others to do the same, ensuring any issues are resolved and/or brought immediately to the attention of management. |
| **Other** | * The post holder is expected to be flexible and undertake other duties within reason and competence as may be required due to changing priorities or circumstances. * ***This job description may be subject to change in line with the changing needs and demands of the organisation.*** |

### Home

**Advice NI E-learning Coordinator**

**Job Specification**

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|  | **Essential** | **Desirable** |
| **Education** | * Good standard of education. * Relevant qualifications/training in Instructional Design &/or E-Learning design and development. | * Third level or degree standard of education. * Completed a generalist or legal advice qualification (e.g. Level 4 Certificate in Providing Social Security Advice; Qualification in Law or Legal Advice, or equivalent). * Completed, or about to complete a training, assessor or teaching qualification (e.g. TAQA qualification, Assessor Award, Level 3 Award in Education & Training, PGCE, or similar). * Completed a qualification in project and/or staff management. |
| **Experience** | * Proven experience of connecting digital learning to the broader learning strategy. * Demonstrable learning and instructional design experience including content and learning activities/assessments. * Experience of designing and developing e-learning modules using authoring tools. * Experience of project and/or grant management or coordination. | * Experience of using an online learning platforms and/or Learning Management Systems. * Experience of development, delivery and assessment of accredited courses. * Experience of Coordination/ Management of Partners or Subject Matter Experts. |
| **Skills** | * Excellent written and verbal communication skills with both technical and non-technical stakeholders. * Creative with an innovative approach to design and development. * Enjoy working as part of a team, but equally capable of working autonomously with a high degree of self-direction & motivation. * Excellent organisation, planning, time management skills and ability to prioritise own workload. * Ability to understand and disseminate complex information and legislation. * Excellent IT skills including Microsoft Office packages. | * Research skills. * Marketing and promotion skills. |
| **Knowledge/**  **values** | * Excellent knowledge of instructional design and development. * A problem solving mind-set. * Knowledge of content development and assessment processes. * Have a commitment to carrying out duties in line with Advice NI policies and procedures e.g. Equal Opportunities. | * Knowledge of NI legislation and legal advice topics. * Knowledge of assessment centre/ awarding body requirements. * Knowledge of internal quality assurance processes in training. |
| **Personal attributes** | * Friendly and approachable manner. * Ability to work under pressure and to strict deadlines. * Accuracy and attention to detail. * Commitment to improving own knowledge and skills. |  |
| **Other** | * Ability to work flexibly. |  |