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| 1. Job specifics
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| Job Title: | Senior Learning Design Manager |
| Reports to: | Head of Content Design and Development |
| Location: | Hybrid/London |
| Department: | Content & Creative |

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| 1. About the role
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| What you’ll be doing | Leading a fast-paced Learning Design team in the creation of our digital and blended learning content activities.  Playing a key role in implementation of novel or transformation projects, leading on improvement, and liaising with internal and external stakeholders, including adjacent content functions. Maintaining a quality oversight for content and being the point of escalation in the case of queries or issues in need of higher-level intervention.  |
| Key Responsibilities | * Developing and refining methods of designing content and providing final quality sign-off where required
* Working with the Head of Content Design and Development to maintain operational oversight of an agile team and managing resourcing for the team
* Leading the learning design function to engage with clients, learning architects & learning technologists
* Acting as an escalation point for the team on content and service issues across multiple projects, and handling wider-impact issues
* Championing high quality in UX and accessibility principles for content on-platform, with due regard to diversity and inclusion
* Working with other senior content and learning Design team members across Bespoke, Apprenticeships and Digital/Blended, to ensure consistency and quality across our product portfolios
* Providing consultancy for new products and product transformation projects, to ensure learner-centric design with due regard for accessibility principles
* Developing junior team members and upskilling those with less design experience
* Leading the team to continuously improve templates to raise quality and consistency of work
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| KPIs & SLAs | * Delivering high quality solutions and designs for customers
* CQI scores on core content delivery
* Objectives, feedback and conversations with team embedded into management systems
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| Key Working Relationships | You will engage regularly with stakeholders across the QA business and at all levels, including the Platforms & Publishing team, the wider Content and Creative team (including Graphic Designers, Videographers, Creative Producers and Learning Technologists).  |

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| 1. About You
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| Skills & Abilities | * Ability to design engaging and impactful learning solutions, based on sound and evidence-based principles
* Excellent people management and stakeholder management skills
* Broad understanding of learning methodologies, and familiarity with cognitive psychology theories of learning
* Familiarity with different media, their role and potential use cases in learning design
* Strong learner focus, and design thinking ethos
* Strong writing and editorial skills
* High performance and quality standards balanced by empathy for individuals and the team
* Proactive and collaborative communication approach
* A good understanding of the eLearning industry: suppliers, existing and emerging platforms
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| Your Experience | * Experience producing digital content preferably in an eLearning supplier role
* Experience delivering and incorporating learning design into products
* Experienced people manager with track record in quality and sound operational management practice
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| Your Knowledge | * Excellent knowledge and understanding of pedagogy and learning design theory is essential.
* A good understanding of the digital learning industry including competitors, key suppliers and technologies is an asset.
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| Your Qualifications | * Industry and management experience is essential.
* A HE qualification in Learning Psychology, Learning Design or Education is an asset.
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