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| 1. Job specifics | |
| 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 | |
| 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 |
| 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 |
| 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 | |
| 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 |
| 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 |
| 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. |
| Your Qualifications | * Industry and management experience is essential. * A HE qualification in Learning Psychology, Learning Design or Education is an asset. |