

Job Description

Job title	Learning & Development Manager
Location	Sheffield
Hours	Full-time (37.5 hours per week) Fixed term contract: 12 months
Reports to	Head of Learning
Staff responsible For	2 x Learning Designers
Date	February 2019
Salary	Manager level: £27,000 - £37,000, depending on experience
Benefits	<ul style="list-style-type: none"> ● All employees with contracts of six months or more are invited to be a Member of the Good Things Foundation Staff Owned Mutual. This gives you voting rights for Staff Board Directors and at the AGM (Annual General Meeting) ● 30 days holiday per year ● 10% Employer contribution to a personal stakeholder pension scheme (when you contribute 5%) ● Up to £500 contribution for work related training (or £200 for personal development and £300 for work related training) ● Life cover and permanent health insurance ● Confidential Employee Assistance helpline

Job Purpose

As Learning & Development Manager at Good Things Foundation, you will be responsible for delivering innovative and evidence-based approaches to learning across the organisation.

You'll have a deep understanding of what learning is, from traditional skills-based course structures to learning for behavioural change.

You'll be responsible for managing a small team of Learning Designers to develop user-focused content in the context of our overall curricula offer across Good Things Foundation's Digital and Social Inclusions themes (for example: [Essential Digital Skills](#), Digital Financial Capability, Digital Health Literacy, Pre Entry English Language).

Taking a creative and imaginative approach, this role will also be responsible for designing content to support the workforce, developing the skills of people across the Digital and Social Inclusion themes. This includes the Online Centres network (tutors and volunteers) and professionals from different sectors e.g. health and social care.

You'll lead Good Things Foundation's expertise in learning, drawing on best practice within pedagogy and pushing boundaries for new learning techniques, particularly in digital learning.

You'll work closely with the Digital and Service Design Teams to design and pilot innovative new approaches to learning, firmly based on the lived experiences of learners we support.

Most importantly, you'll need to be an individual with drive, energy and passion who meets Good Things Foundation's core values & behaviours.

Key Objectives and Accountabilities

- Work with the Curriculum Manager to implement the learning and content strategy for Good Things Foundation through the delivery of high quality, thoroughly tested products/services which meet customer requirements, fulfil the strategic objectives and come in on budget
- Manage the creation of exceptional and accessible content across Good Things Foundation's learning products including
 - Learn My Way
 - English My Way
 - Workforce training
- Manage the translation of learning materials where required for external contracts, including coordination of internal and third-party teams
- Use a user-focused and data-driven approach to continuously improve the learning experience across learning products and services
- Be responsible for reviewing and streamlining processes for content development, testing and reporting to ensure timely production with appropriate quality
- Lead small virtual product development teams from across the business
 - Using agile and lean methodology
 - Using design sprints to quickly solve design problems
 - Resourcing the product development appropriately with Heads
- Keep up to date with and evaluate developments in learning content development both from technical and pedagogic angles and ensure these are fed into the learning and content strategy and into our standards and guidelines for product development.

- Champion the learning needs of learners, the network, staff and stakeholders within the organisation
- Manage the development and delivery of learning requirements from the Social and Digital Inclusion, and Service Design teams
- Leading by example, you will develop Learning Designers to be experimental, innovative and evidence-based in their approach to designing learning products and services
- To work closely with the Digital Team to develop online learning solutions that meet the needs of our learners
- Directly manage the production of contracts with third-party suppliers to ensure delivery in line with project budgets and timescales
- Ensure the quality of products/services produced by third party-contracts meet with agreed guidelines, with particular reference to accessibility, technical specification and content specification

Partnership working

- Work with and through partners, contractors, freelance and fixed term staff and the network as required to ensure Good Things Foundation has access to a flexible pool of skills and resources to deliver its objectives.
- Ensure high levels of performance, excellent communication and delivery in line with organisational objectives.

Manage the team of Learning Developers:

- To empower the staff you line manage to maximise their contribution, by setting clear objectives, providing appropriate feedback, holding at least monthly one to one meetings, sensitively and effectively managing performance, ensuring they get the training and development they need and that they feel valued members of the team.
- Support them to be flexible and work within and across teams, to be entrepreneurial and innovative in their use of technology
- Deputise for the Head of Learning as required at internal and external meetings where needed to deliver our learning and content strategy

Person Specification

<p>Experience</p>	<ul style="list-style-type: none"> ● Extensive proven experience of managing multiple and complex projects, ideally in a web or e-learning environment ● Proven experience of commissioning/managing third-party supply contracts together with a knowledge of Government procurement guidelines/processes ● Experienced and confident with MS Outlook, Word, Excel, Powerpoint or Google and other equivalents ● Demonstrable experience of using your own initiative to innovate and deliver improvements for the organisation or service users ● Experience in effective staff management ● Experience of effective budget management
<p>Knowledge and skills</p>	<p>Essential</p> <ul style="list-style-type: none"> ● Great knowledge of learning methodologies ● Evidence of continuous personal development ● Excellent written skills ● Great communicator ● Ability to think innovatively ● Excellent time management and ability to prioritise ● Line management skills ● Knowledge of Government learning policy ● Knowledge of the UK e-learning industry

	<p>Desirable</p> <ul style="list-style-type: none"> • Experience of trialling new approaches to learning • Ability to apply learning methodologies to a range of needs and scenarios in the digital and social inclusion space
Good Things Foundation Behaviours	<ul style="list-style-type: none"> • We are collaborative • We are positive • We are creative • We are people focussed • We are inquisitive
Education and Qualifications	<ul style="list-style-type: none"> • Degree or equivalent • A minimum of five GCSEs A* - C or equivalent, including Maths & English • Teaching qualification (desirable)

Good Things Foundation is a social change organisation with a mission to ensure that everyone benefits from digital. We live the change we are seeking to achieve and encourage applications from diverse backgrounds. We operate a policy of providing equal opportunities in all aspects of work including recruitment, training, and promotion, whatever the colour, race, religion, belief, ethnic or national origin, gender, sexual orientation, marital status, age or disability of an employee, having regard to the individual's aptitudes and abilities and requirements for the job. Good Things Foundation is opposed to all forms of unlawful and unfair discrimination.