DIGITAL LEARNING EXPERIENCE DEVELOPER

RECRUITMENT PACK

Closing date: 10am, Monday 13th September

Interviews: 21st and 23nd September

SOCIAL ENTERPRISE ACADEMY

Australia

India

Malaysia

China

Pakistan

South Africa

DIGITAL LEARNING EXPERIENCE DEVELOPER

PERMANENT | FULL TIME (35 hours per week with flexible working opportunities)

£27,557 - £32,420 DEPENDING ON SKILLS & EXPERIENCE, PLUS COMPANY BENEFITS

UK BASED | REMOTE WORKING – TRIPS TO EDINBURGH OFFICE EVERY 6-8 WEEKS– OPTION TO WORK FROM EDINBURGH OR MUIR OF ORD OFFICE IF PREFERRED

Thank you for your interest in the Digital Learning Experience Developer role.

The Social Enterprise Academy helps thousands of people to develop themselves and their organisations so that they can change the world for the better.

Through dynamic learning and development programmes, we help leadership and entrepreneurship to flourish in organisations, communities, networks, schools and colleges. Our programmes help people take time and space to reflect, share experiences with peers and find support, learning and insight in return, all whilst being grounded in the realities of making social impact happen. We work with social entrepreneurs, chief executives, frontline teams, volunteers, young people in and out of education and many others to support anyone contributing to social change.

With a 16 year track record of successful delivery in Scotland, the Social Enterprise Academy has been sharing its business and learning delivery models for the past 7 years with international partners through a social licence approach. We now have 12 Social Enterprise Academy Hubs at different stages of development in South Africa, Rwanda, Zambia, Egypt, Malaysia, Pakistan, India, China, Canada, Australia, and Wales.

The Digital Learning Experience Developer is a new role that will be part of the **Global Learning Lab**, which catalyses innovative, high quality, accredited programmes through our global community of facilitators, staff and partners. **This new role is crucial to the Learning Lab, ensuring we remain at the forefront of designing and delivering transformational learning experiences.** It's an exciting time as we continue to move more of our programmes to a blended delivery model, review and refine our product offer, and explore ways to further use digital tools to support the delivery and impact of our work.

Having the right mind-set, attitude and approach is as important for us as having the right experience and skills. We appreciate that the best person might not have all the listed criteria yet, so if you feel your experience and skills will help you to make a great contribution in this role and you have the right mind-set, we would welcome an application from you.
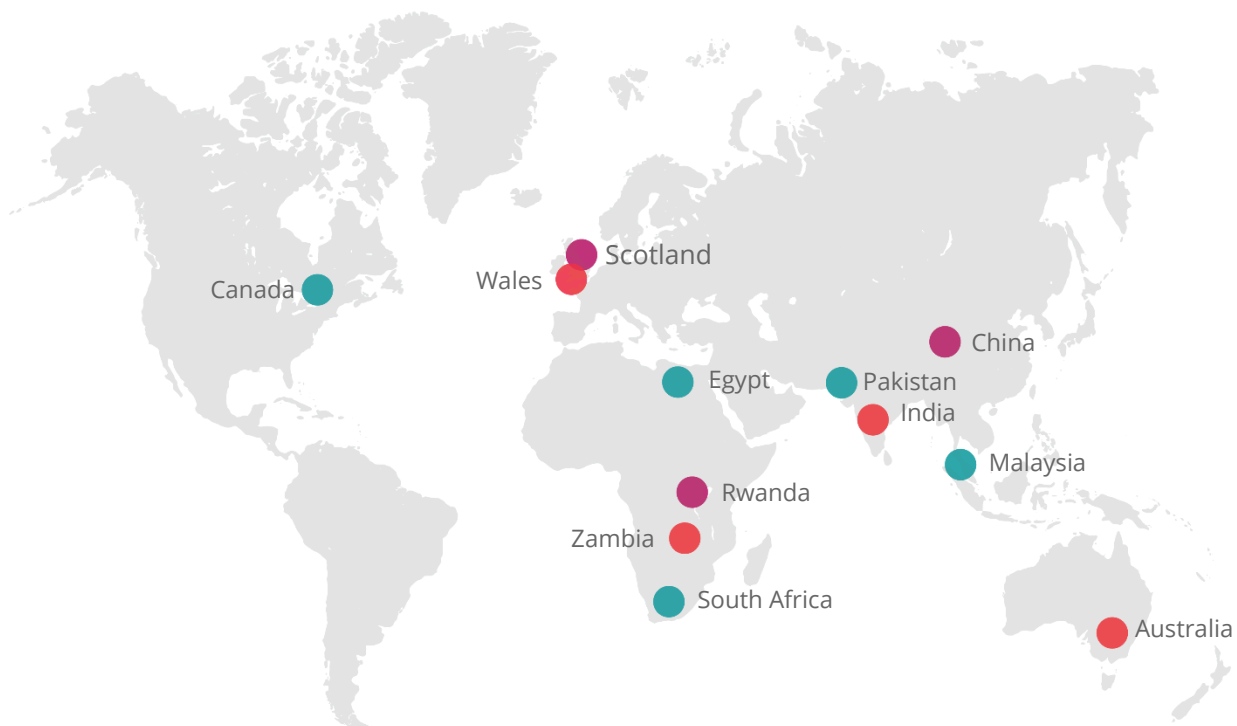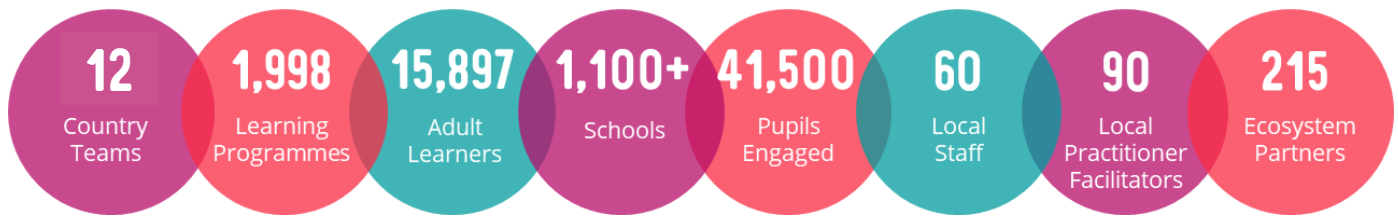
Yours sincerely,

Neil McLean

Chief Executive, Social Enterprise Academy

LEARNING TO CHANGE THE WORLD

| **12** Country Teams | **1,998** Learning Programmes | **15,897** Adult Learners | **1,100+** Schools | **41,500** Pupils Engaged | **60** Local Staff | **90** Local Practitioner Facilitators | **215** Ecosystem Partners |

Click the below links to find out more about:

▪ **The role of the Global Learning Lab**

▪ **Our baseline learning programmes and our learning methodology**

▪ **Our International Network of partners who operate Academy Hubs in their country**

▪ **The global community of Associate Learning Facilitators who deliver our programmes**

▪ **The impact of our learning programmes**

JOB PURPOSE

Through working with the Global Learning Lab and the SEA network of Hub teams and Associate Learning Facilitators, this role will contribute to developing a Community of Practice that's delivering learning to change the world. Specifically, this role will be the lead specialist for digital learning for the Social Enterprise Academy, responsible for developing and guiding others in the creation of high quality, engaging and accessible learner experiences via our online platforms, resources, and tools.

MAIN RESPONSIBILITIES

Digital learning innovation (10-20%)

Work closely with the Leadership Team and Global Learning Lab to deliver on business objectives you will:

Strategic

- Contribute to the strategic direction of our digital learning platforms, tools and blended learning offering, based on research, insight and feedback
- Lead on scoping, testing, implementing and evaluation of digital learning developments as required, keeping fully informed of SEAs strategic priorities
- Contribute to ongoing enhancement of the end-to-end learner experience, offering knowledge of digital best practices and sharing feedback
- Critically assess the benefits/constraints of any new digital learning solutions to meet learning and organisational outcomes, and for issues such as accessibility, inclusivity, usability and interoperability
- Evaluate emerging technologies and provide thought leadership and perspective for adoption where appropriate

Project Management

- Manage the scoping, development, testing and implementation of new and updated Academy digital learning platforms, tools, and resources, including:
  - » Consult with teams to gather requirements for development, preparing relevant documents, managing tender processes and agreeing delivery contracts
  - » Work with relevant teams to manage the User Acceptance Testing process
  - » Support the develop of implementation plans including contributing to development of training resources, to ensure successful adoption
  - » Reporting risks and project progress to relevant stakeholders
  - » Establish and manage effective external agency relationships to deliver the relevant digital learning solutions
- Manage the integration of all digital platforms and tools to ensure a joined up learning journey and operational efficiency

Online Learning Platform and system management (30-40%)

Work collaboratively with the Global Learning Lab and a network of super-users to:

- Lead on maintaining the Academy's Online Learning Platform (Totara LMS) and accompanying tools and resources (including SEA's Mind Tools Learning Library), to ensure they are effectively and efficiently used to deliver the organisations strategic aims and enhance learning experience and impact
- Responsible for maintaining comprehensive, in-depth understanding of the Online Learning Platform functionality (specifically Totara) and other systems used to support online delivery (e.g. Zoom) to provide best practice and practical support and guidance to Hub teams, and competently lead development activities with external providers
- Continually develop and report on insights and responses to improve user experience and engagement through data collection and analysis
- Responsible for managing operational issue resolution, support and development activities with external platform and solution providers, acting as an internal escalation point
- Develop and maintain training resources and guidance for staff and Facilitators (as required) to use and engage in the SEA Online Learning Platform and other associated digital learning tools and resources, with support from a network of super-users to deliver training
- Manage all aspects of the Online Learning Platform data security including user permissions, audience frameworks, sharing and reconciliation of people data
- Delegated budget management responsibility for ongoing management and development of the Online Learning Platform

Digital learning journey and content creation (35-45%)

Work collaboratively with the Global Learning Lab and Hub teams to:

- Identify learning needs and generate ideas for digital learning experiences that meet those needs
- Provide professional and practical support in to the development of digital and blended programmes and resources, including input into client proposals which include a digital learning element
- Design innovative, engaging and impactful digital and blended learning journeys, including developing outcome frameworks and storyboards
- Manage and oversee the production and delivery of creative, multimedia learning resources and content including interactive digital tools, videos and motion graphics to enhance the learning experience as part of a blended or virtual learning offering, both developed internally or through contractors
- Critically assess, choose, develop and use digital tools and resources with an awareness of issues such as learning and development values and design, usability, accessibility and copyright
- Keep all stakeholders focussed on the learner experience and desired outcomes
- Engage with and support Hubs with ongoing skill development to allow them to produce or deliver high quality digital learning offers of their own

Working as a Team

All members of the Global Learning Lab are expected to contribute to the following areas on an ongoing basis through delivery of the areas outlined above:

- Manage relationships with Hub teams as part of the Global Learning Lab, to implement digital learning systems and projects, to drive sustainable business growth
- Contribute to the development of organisational culture as a learning organisation through the Global Learning Lab and across the International Network
- Be a supportive team member and work collaboratively and positively with Hubs and other staff
- Provide input in to the development and implementation of our brand, stakeholder and learner experience
- Contribute to the development of support and infrastructure required by our growing Hub and Facilitator networks
- Respond actively and efficiently to work logged by Hub teams through our job management system

PERSON SPECIFICATION

SKILLS AND EXPERIENCE:

Digital learning

- Demonstrable experience and understanding of the principles of effective instructional design and user experience
- Recent and significant experience managing a Learner Management System, preferably at systems admin level (Totara LMS experience desirable)
- Confident in using a range of digital communication and collaboration tools e.g. Zoom, MS Teams, Google Docs, Miro
- Experience of working with others to define, design and implement best possible solutions using digital learning platforms and tools
- Basic HTML coding experience (desirable)
- Experience creating content on leadership development or entrepreneurship topics (desirable)
- Able to produce and edit learning resources and assets in a range of media such as e-learning, interactive documents, photography, video and motion graphics (desirable)
- Able to use Microsoft Word, Microsoft Powerpoint, and Adobe AfterEffects confidently to produce high quality, visually appealing documents

Project Management & Relationships

- Able to manage a busy workload with multiple projects and deadlines
- Ability to manage projects within budget and time constraints.
- Excellent interpersonal, presentation and communication skills to interact with internal and external stakeholders and suppliers
- Able to take a high quality customer service approach to your work
- Cultural sensitivity and the ability to connect with and relate to other cultures

Values and Attributes

- Proactive with a positive attitude to problem solving
- A great eye for detail and good design
- Creative in what you produce and how you think
- Organised, logical and able to use systems and processes well
- Reliable, responsive and able to prioritise
- Friendly and able to build good relationships
- Motivated to do a great job and get things to work really well
- Able to contribute your ideas and respond to feedback
- A positive spirit who is keen to learn new things and develop yourself further

TERMS & CONDITIONS

Working hours

- Full time: 35 hours per week (with option for flexible working). Some ad-hoc flexibility required in working hours may be required to meet the demands of international working
- Annual leave entitlement is 25 days plus 10 public holidays

Salary & benefits

- £27,557 - £32,420 depending on skills and experience
- Staff benefits include a company pension, an employee assistance programme and learning and development opportunities

Place of work:

- UK based Remote Working, with option to be based in either Edinburgh or Muir of Ord office
- If remote working, it is expected that the Digital Learning Experience Developer will spend time in the Edinburgh office every 6-8 weeks for team events.

Reporting:

- The post will report to the Head of Global Learning Lab
- You will work alongside the rest of the Global Learning Lab team, guiding and responding to SEA Hub Partner needs

Notice Period

- 2 months

Our commitment to diversity and inclusion

- We believe that having a diverse and inclusive staff makes for better discussion, better decision making and better organisational impact. It also better reflects the people, businesses and communities we support
- The Social Enterprise Academy is committed to the active promotion of Equal Opportunities and the living wage as an employer and in the provision of services to the community
- As part of our commitment to diversity and inclusion we are taking active measures to improve and ensure that our recruitment process is accessible and inclusive.

When you apply for a job with us, you can know that:

- The advert language has been pre-assessed for gender bias
- Our application form is in word document format, with alternative formats available upon request
- We are happy to discuss reasonable adjustments for your application and/or interview process
- We anonymise applications ahead of the shortlisting process

HOW TO APPLY

1. Complete our application form and Equality and Diversity monitoring form.

2. Send your application form and Equality and Diversity monitoring form to **karen@socialenterprise.academy** by 10am, Monday 13th September 2021

3. Please note that interviews will take place on **20th and 23rd September 2021, via Zoom. Follow ups or further stage interviews may be required and will be in person where possible.**

If you have any questions or if you would like to discuss any reasonable adjustments for the application or interview process please get in touch:

Karen Veitch | 0131 243 2670 | karen@socialenterprise.academy

Canada

Zambia

Global Gathering – Scotland

India

Australia

Global Gathering

SOCIAL ENTERPRISE ACADEMY

leadership | enterprise | learning | social impact

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WE WOULD LOVE TO HEAR FROM YOU!

For more information, please contact:

karen@socialenterprise.academy **|** 0131 243 2670

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