



The Governance
Institute

Job description and person specification

Job title: E-learning Manager

Contract: 2 years' fixed-term contract

Hours: Full time, 35 hours per week

Location: London EC1N

Salary: £40,000 per annum

Department: Professional Development

Reports to: Head of Student Experience

About ICSA

ICSA: The Governance Institute is the professional body for governance. We have members in all sectors and are required by our Royal Charter to lead 'effective governance and efficient administration of commerce, industry and public affairs'. With 125 years' experience, we work with regulators and policy makers to champion high standards of governance and provide qualifications, training and guidance.

Purpose of job

The E-learning Manager manages all aspects of ICSA's e-learning project, including the development of content and platform and advising on systems integration. He or she will lead on all relationships with third parties involved in the development, as well as with colleagues in the Qualifications team to ensure the delivery of the optimum learning experience within the Learning Management System.

Main responsibilities/accountabilities

General

- Under direction from the Head of Student Experience, oversee the end-to-end project management of all aspects of ICSA's e-learning development, including content, platform and systems integration.
- Work with senior members of the Qualifications team to ensure the delivery of an optimum learning experience within the Learning Management System.
- Liaise with internal and external stakeholders to ensure e-learning is aligned to ICSA's strategic priorities

Management, production and maintenance of e-learning

- Work with colleagues, subject matter experts and others to develop professional e-learning content that adheres to team and corporate standards, and ensure appropriate instructional design principles are adhered to
- Lead on planning, briefing and co-ordinating the work of all third parties involved in the development, including content and platform developers, subject matter experts, designers and other contacts as required.
- Set up all e-learning content onto the Learning Management System (LMS) and other systems as appropriate, and prepare for student registration.
- Oversee the ongoing management and maintenance of the LMS, including acting as the key contact for Unicorn Training.
- Work with colleagues in the student and user experience teams to oversee the integration of the LMS with ICSA's existing systems, and the delivery of a smooth customer experience via the LMS.
- Work with the Head of Student Experience to design effective support for students using e-learning for study, including the migration of student content from MyICSA into the LMS.
- Work with colleagues and other stakeholders as required to ensure all aspects of the e-learning offering are kept up-to-date and fit for purpose.

Other duties

- Work with colleagues to build capability within the team and identify and exploit e-learning opportunities
- Working with colleagues as appropriate, liaise with and prepare e-learning-related materials (reports, progress updates etc) for Qualifications Committee, and attend Committee meetings.
- Keep abreast with the latest developments and trends in e-learning, and advise colleagues on if and how they may be suitable for ICSA.

Special working conditions

- Some travel may be involved

This job description reflects the current requirements of the post. As duties and responsibilities may change and develop due to changes in organisational and other circumstances, so the actual duties and responsibilities may vary from the particulars of this job description.

Person specification

Knowledge	<ul style="list-style-type: none">• A sound understanding of, and experience in using, Learning Management Systems and e-learning authoring tools• A familiarity with the latest trends and developments in the e-learning industry• A demonstrable understanding of e-learning standards and learning methodologies
Experience	<ul style="list-style-type: none">• Significant experience of managing, delivering and maintaining an e-learning project within an educational or corporate environment• Significant experience of the processes involved in the development and delivery of e-learning content• Significant experience of working with a range of third parties in an e-learning development, including content and platform developers, freelance writers and designers• Commercial acumen, and familiarity with working with and advising on budgets• Experience of working collaboratively with colleagues to build capability a deeper in-house understanding of e-learning
Skills	<ul style="list-style-type: none">• Excellent organisational, planning, prioritisation and time management skills• Ability to handle multiple tasks at one time• Excellent verbal, written and interpersonal skills• Relationship building and ability to work collaboratively with people at all levels at the organisation• Consistency and attention to detail in all written work• Excellent communication skills and ability to articulate information to senior managers• Ability to work well in a team as well as independently
Behaviours	<ul style="list-style-type: none">• Act in accordance with ICSA values of openness, integrity and authority• Demonstrate resilience• Demonstrate flexibility and open mindedness• Give feedback and support
Special circumstances	<ul style="list-style-type: none">• Occasional travel involved

Instructions to apply

Applications should be in the form of a full CV and supporting letter outlining how your skills and experience meet the person specification for the post. Ideally, please submit by email to jobs@icsa.org.uk by no later than 14 April 2019.