

Learning Advisor/Course Manager

Location: [Africa] [Senegal]

Town/City: Dakar

Category: Human Resources

Job Type: Fixed term, Full-time

***Preferred position location: Dakar, Senegal. Other locations to be determined by home country of successful candidate in a jurisdiction (US state or country) where WVI is registered to operate.**

***Please submit your CV in English.**

PURPOSE OF THE POSITION:

You will manage the delivery of a suite of facilitated online courses ("eWorkshops") for WV field-based technical staff worldwide, in a way that ensures a high-quality, engaging and effective learning experience for all participants.

This includes set-up and maintenance of course instances on the learning platform (Moodle); coordination and coaching of a team of subject-matter expert facilitators; monitoring participant engagement and supporting them with technical and administrative issues; and ongoing evaluation and update of the courses (with support from designers and subject-matter experts). You will support the development of new course materials on the platform, and seek to optimise our use of Moodle and learning technologies.

KEY RESPONSIBILITIES:

Support Course Design and Preparation:

- The Senior Learning Designer is supported in the re / design of orientations and eWorkshops.
- Course sites in Moodle are set up according to Technical Academy style guide.
- When required, design elements are produced (Rise/Storyline Modules, Facilitator Guide etc).
- The Training Administrator is supported in course marketing, enrollments and eFacilitator recruitment.

- Pre-course information for participants is accurate, helpful and timely.
- eFacilitators adequately prepared and inducted.

Course Management - eWorkshop and Facilitator Coordination:

- Multiple eWorkshops planned for and managed simultaneously.
- Workshops coordinated effectively in line with Technical Academy guidance, to optimise learner and facilitator experience.
- eFacilitators supported to facilitate to high quality standards, through mentoring, coaching and constructive feedback.
- Learners supported to complete the courses through careful monitoring and engagement.
- Evaluation reports produced to inform decision making and quality improvement.

Course Quality Improvement:

- Course design and guidance for learners are informed by the latest Moodle developments.
- Course administration / coordination / quality improvement innovations are shared and standardised across all Technical Academy offerings (where applicable).
- Updates to courses reflect evaluation outcomes and the most up-to-date WV programmatic guidance [and] respond to target audience needs, [helping participants to] drive performance and continually increase programme effectiveness.

Team Collaboration:

- Contribution to Technical Academy planning and strategy
- Contribution to the ongoing evolution of online learning approach and processes.
- Establishment and strengthening of linkages and networks with relevant WV communities of practice and experts, stakeholders and partners.
- Contribution to team projects and activities.

- Participation in team meetings, one-on-one meetings, and representation of the team at relevant stakeholder meetings.

KNOWLEDGE, SKILLS AND ABILITIES:

- Experience running events / courses.
- Able to (remotely) build and maintain positive and professional relationships with a wide range of stakeholders across boundaries of seniority, language and culture.
- Advanced knowledge of Moodle course administration and editing, including ability to troubleshoot and research solutions independently.
- Graphic Design / editorial experience (esp web editorial).
- Experience of effective remote collaboration with globally dispersed colleagues.
- Managing/coordinating translation projects.
- Capacity building and facilitation (preferably online), including deployment of adult learning principles.

Your professional experience is evidenced by the following attributes:

- Highly organised with excellent attention to detail.
- Able to set and balance multiple priorities and tasks, including effective coordination with others.
- Very strong verbal and written communication skills: able to communicate online (verbal and written) with confidence, clarity, warmth and respect.
- Solutions-focused with a collaborative approach to problem-solving, viewing mistakes and challenges as learning opportunities.
- Highly organised with excellent attention to detail.
- Able to set and balance multiple priorities and tasks, including effective coordination with others.
- Very strong verbal and written communication skills: able to communicate online (verbal and written) with confidence, clarity, warmth and respect.

- Solutions-focused with a collaborative approach to problem-solving, viewing mistakes and challenges as learning opportunities.
- Articulate storyline / Rise Moodle (preferred), Adobe professional (optional).
- High degree of proficiency in using email, MSWord, Excel, PowerPoint, Familiarity with Teams / similar online collaboration software.

Preferred Skills, Knowledge and Experience:

- Bachelor's degree (in one of the following or related disciplines: International Development, Human Resources Management, Adult Learning, Business Management).
- WVI Technical Sector knowledge and / or experience (Education, Child Protection & Participation, WASH, Health & Nutrition, Livelihoods, Faith & Development, Social Accountability).
- Fluency in French (preferably West African) or Spanish.
- Managing/coordinating translation projects.
- Capacity building and facilitation (preferably online), including deployment of adult learning principles.

Work Environment/Travel:

- Flexible work hours required due to working across timezones.
- Timezone and regular working hours compatible with Indonesia.
- Ability and willingness to travel domestically and internationally up to 10% of the time.
- Ability to work from home without distraction.