

Programme Training Lead

Location: [Europe & the Middle East] [United Kingdom]

Town/City: Home Working

Category: Information Technology

Job Type: Fixed term, Full-time

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

PURPOSE OF POSITION:

The Programme Training Lead is responsible for planning, organising and implementing training for the United 4 platform. The role holders determine learning needs and deliver solutions that drive performance and continually improve digital marketing capabilities using the platform.

The objective of the training program is to:

- enhance digital marketing capabilities across offices using United 4 within the World Vision Partnership.
- ensure users adopt the latest training material on how to use the various modules and integrated tools of the platform.
- enable offices to maximise the usability of the platform and successful deployment of features on their websites and emails.

KEY RESPONSIBILITIES:

Training Strategy:

- Develop and enhance training strategy for the United Programme to increase digital marketing expertise among users of the platform, improve effectiveness of training materials and classroom sessions and grow engagement with offices and stakeholders.

E-Learning Training Materials and Classroom Sessions:

- Responsible for developing and updating e-learning training material on the various modules of the United 4 platform, including the Content Management System, United 4 Admin, Integrated tools for emails and Performance Dashboards.
- Develop and conduct classroom training sessions for beginners, advanced users and senior stakeholders on how to use the CMS and Performance Dashboards.
- Development of United 4 Training Calendar and Certification, which enables users to enrol for online and classroom training and receive certifications.
- Update Help Articles to incorporate best practice in self-help, use of video, internal links and surveys.
- Measure effectiveness of training program through analytics and surveys to continuously learn and improve.

Build Best Practice:

- Engage with Stakeholders across the Partnership as well as across digital marketing to explore and incorporate best practice in training.

KNOWLEDGE, SKILLS & ABILITIES:

- Bachelor's degree in Instructional Design, Organisational Behaviour, Educational fields, or equivalent work experience.
- Typically requires 4–5 years of eLearning design and development experience and strong knowledge in multiple types of eLearning software.
- Understands the principles of communications planning, audience and message identification. Able to work with technical specialists, cut through their jargon and simplify.
- Excellent writing and verbal communication skills. Good interpersonal skills; able to work with people at all levels and across cultures.
- May require knowledge of and experience with a range of knowledge management tools and techniques.
- Strong knowledge in digital media, computer graphics and animation.

- Demonstrated knowledge and use of a Learning Management System and/or other training tracking systems.
- Fluency in English.