**Job Title:** Learning Solutions Manager  
**Location:** Amman, Jordan with travel up to 50% travel Regionally  
**Reports to:** Academy Centre Director  
**Grade:** Manager / Adviser (will be a Senior Management Team member)  
**Budget responsibility:** TBC  
**Line management responsibility:** Yes  
**Salary** Competitive

**Background**

The Academy Centre in the Middle East is a branch of the Humanitarian Leadership Academy, a UK based global networked organisation whose mission is to enable people around the world to prepare for and respond to crises in their own countries.

The Academy Centre in the Middle East will be a strategic representative office of the Academy, working with organisations from across the not-for-profit, public, technology industry, private sector and universities to help local communities across the world to become more resilient in the face of disaster by promoting and developing existing and new humanitarian preparedness and response focused learning and development opportunities.

For more, please visit: [http://www.humanitarianleadershipacademy.org](http://www.humanitarianleadershipacademy.org)

**Job Purpose**

Working in close collaboration with the Global Academy Office and network of other Academy Centres, the Academy Centre in the Middle East will seek to enhance the capacity to learn, adapt and continuously improve the quality of action in the humanitarian sector.

Based in Amman, Jordan but coordinating the Academy’s knowledge and learning-related Core Activities across the region, the Learning Solutions Manager will provide technical leadership on the commissioning and delivery of learning and knowledge products. Products will be developed through partnerships, both within the Middle East civil society, and across the Academy’s network of Centres.

**Key accountabilities**

- Lead on the refinement of and implementation of the Academy Centre’s Learning, Knowledge and Innovation Approaches in the Middle East, in order to ensure successful and contextualised delivery of the Academy’s global Core Strategy and the Centre’s Strategic Business Plan.
- Maintain strategic overview of the operationalisation of the Academy’s learning, innovation and knowledge offer to the sector in the Middle East, including building demand for the
Academy’s learning, tools and services. Note that the primary responsibility for building demand will rest with the Centre’s Marketing and Communications function.

- Provide technical leadership for high quality planning, commissioning and delivery of learning and knowledge outputs by the Centre’s network of Learning Centres and partners, as part of the Academy’s Core Services. In so doing, ensure that the Academy is supporting the delivery of knowledge, innovation and learning activities that are relevant, sustainable and impactful at scale. This would include the contextualisation of global and local content to meet the needs of different target audiences in the region’ and ensuring high quality standards are maintained.

- Collaborate with the Global Academy Office (GAO)’s Learning Team on learning platforms, tools, templates and resources, giving specialist advice on learning, innovation or knowledge content of potential relevance to the Middle East.

- Oversee the success of the Academy’s online platform – Kaya – in the Middle East, as a source of learning, knowledge and recognition that is collaborative, high quality, impact-driven, and relevant for individuals and organisations.

- Facilitate the successful promotion and adoption of approaches designed to professionalise the sector (such as the HPass) including those that enable humanitarians to have their skills, experience and learning recognized against a common professional development framework, that create opportunities to assure the quality of learning/assessment providers registered with the platform in the Middle East, and that improve the ability of employers to secure appropriate candidates.

- Lead on the establishment, nurture and promotion of appropriate learning methodologies to suit different audiences, including blended learning, working with colleagues to identify learning providers and partners for the design, development and rollout of blended learning solutions and supporting the sharing of ideas and work among internal teams and external partners.

- Support the implementation of the Monitoring, Evaluation, Learning and Accountability Framework within the Middle East Academy Centre context, ensure that appropriate feedback loops and monitoring/evaluation of learning is in place to measure the impact of learning to inform future design and delivery of learning solutions, and ensure timely management reporting against relevant KPIs. This will include support to setting appropriate targets, baselines and data collection processes in relation to the Academy’s learning and knowledge KPIs.

- Promote the sharing of learning, innovation and knowledge, including capturing best practices and outcomes from learning initiatives, throughout the Academy Centre’s network in the Middle East and with the Global Academy Office and other Academy Centres (including facilitating information exchange across systems by working in collaboration with other stakeholders) and actioning key findings to enhance the quality of key deliverables.

- Source and engage key partners, user testers and service providers required for the design, development and rollout of learning and knowledge including subject matter experts, volunteers, partners, learning providers, vendors, and content advisory group members.
• Work across stakeholders to ensure engagement and adoption/buy-in of learning approaches and working with them to build a robust learning curricula for the sector in the region.
• Ensure strong interlinkages and effective communication across the network.
• Lead a team of learning, knowledge and innovation staff, ensuring ongoing support and line management.

The post holder will be expected to undertake other duties as may reasonably be required to meet the changing needs of the business.

**Person Profile**

**Essential Technical Skills:**

• Extensive and varied experience in a senior management role in a learning and development function, preferably from a variety of sectors.
• Proven results in establishing new learning initiatives and programs for a variety of audiences including governance and processes in the design, development and delivery of learning solutions.
• Thorough understanding of learning and development theory and practice including evaluation and impact assessment
• Project management of large scale learning and knowledge initiatives.
• Expert in Instructional Design and Curriculum Development using newer methods and tools including blended learning, e-learning, virtual classroom, knowledge sharing, social learning tools, and mobile learning
• Solid working knowledge and experience of dealing with operations, vendor management, and contracting
• Demonstrable experience of developing and delivering learning solutions on a global scale, with an advanced operational understanding of contextualizing activities for different target audiences.
• Experience working with learning management systems and content authoring tools
• Budget and financial management experience.
• Experiences of employing new technologies to improve knowledge management and learning

**Essential Personal Skills:**

• An instinctive analytical and strategic thinker.
• Skilled in consulting with a wide variety of stakeholders to help them collaborate and move forward. High levels of personal resilience to thrive and create direction in ambiguous and unstructured environments.
• An excellent problem solver who sees opportunities in issues.
• Superior verbal and written communication and presentation skills.
• Comfortable working with remote teams.
• An advanced communicator; can adapt style and content to achieve results in a variety of contexts.
• Passion and energy to work in pursuit of transforming humanitarian response globally and making a reality of true collaboration.
• High levels of personal resilience to thrive and create direction in ambiguous and unstructured environments.
• Excellent leadership and management skills including direct line management of teams.

**Education/Professional Skills:**
• BA/BSc or above, or significant equivalent leadership experience, in a relevant subject.
• Fluent in Arabic and English.

**Preferred / Desirable Skills:**
• Proven experience of working as part of a multi-disciplinary team and an ability to understand and negotiate complex organisational structures.
• Good understanding of the international humanitarian system and relevant networks.
• Knowledge of the Middle East, with at least five years of work experience in the region.

**Competencies**
• Applying Technical Expertise
• Networking
• Delivering Results
• Innovating and Adapting

We look for people who not only have the required skills and experience but who also fit our culture, based on our organisational values.