Job Title:	**Digital Learning Specialist**
Location:	Amman, Jordan *with travel up to 30% annually*
Reports to:	Knowledge & Learning Manager
Budget responsibility:	TBC
Line management responsibility:	TBC
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

Job Purpose

Working in close collaboration with the Knowledge and Learning Manager, Middle East Academy Centre staff and staff at the Global Academy Office (GAO), the Digital Learning Specialist will act as the key focal point within the Middle East Academy Centre for the users of the learning platform. Alongside this, the post holder will work to develop, enhance, contextualise and adapt the learning platforms content of in line with the Middle East humanitarian context. They also recruit and manage external consultants who are working on the system.

The Digital Learning Specialist will also oversee the Centre's knowledge management function and will seek to collectively and systematically create, share and apply knowledge to better achieve the centre's (and global team's) objectives through the acquisition, management, and utilization of information and knowledge that are aimed at making improvements to humanitarian response within the region.

Key Accountabilities

Content Relevance and Quality

- Review user feedback and evaluation data to identify content needs, whether new content or revisions to existing content, such as translation or extension.

- Work closely with Global Academy Office to coordinate the process of translating and contextualizing content working with Academy Centres, translators and developers, to ensure all content is presented accurately on the Kaya platform in the appropriate languages.
- Working with the wider teams, determine the best way to leverage the Academy digital platform, authoring tools, collaboration tools, mobile learning, offline course access, and other technologies to meet the needs of the audience by providing accessible, usable and contextualized solutions.
- Source and engage key resources required for curricula development including Subject Matter Experts, Volunteers, Partners, Vendors, and Content Advisory Group members. Ensure involvement of experts in acceptance and adoption of courses and other learning solutions.

User & System Administration

- Ensure appropriate support for end users, including management of outsourced first-line helpdesk support.
- Administration of sub-portals for partner organizations.
- Coordination of routine system updates and releases.
- Maintain editorial content on the online learning platform – FAQs and article content about the platform and the Academy.
- Proactively support Academy Centre staff in the utilisation of relevant digital access methods and tools.
- Document usage of online learning platform – work closely with partnerships and communications staff to produce best practice documents, change stories and case studies.
- Proactively manage data collection from online learning tool, file this correctly and be able to provide analysis for wider Academy staff as needed.
- Conduct, in collaboration with relevant Academy staff, small-scale research projects on the Academy's activities, outcomes and successes.

Learning Product Development and Promotion

- Manage the day-to-day implementation of the Academy's online learning platform – including the development of new learning material, sourcing and adapting relevant learning tools and arranging the translation of new and existing material.
- Ensure that the Academy's online learning platform relates to the Middle East humanitarian context – keeping abreast of changes within the humanitarian sector within the region and advocating for changes to the learning platform in accordance with changes in context.
- Manage innovative change within the online learning platform and oversee the development and extension of the platform towards even more accessible means.
- Act as a key advocate for the online learning platform, both within the HLA and externally, sharing knowledge and building capacity for use of the platform.

- Scoping, Commissioning and Managing the development of online learning methodologies, working with the Digital Planning Manager, to innovate and create engaging learning programmes that meet local and global demands.
- Capturing best practices and outcomes from learning initiatives, working with the GAO and other Academy centres to build understanding of learning best practice in the sector.

Knowledge Management and Collaboration:

- Ensure all knowledge management and learning systems are developed and managed in an integrated fashion and that they guarantee a high level of efficiency.
- Identify new business development opportunities within the market, establishing and promoting the Middle East Centre as a facilitator and enabler of capacity and capability building for humanitarian and disaster risk reduction sectors, largely through national learning providers.
- Facilitating and managing the relationships with third party providers of knowledge, website facilities, and extranet, and providing leadership for knowledge management and information to Academy Centre staff, ensuring provision of a strategic view on the further development of knowledge management systems and practices to support the work and development of the Centre into the future
- Collaborating with the Global Academy Office (GAO)'s Learning team and other Academy Learning teams on learning platforms, tools, templates and resources
- Promoting knowledge sharing through the Academy Centre's operational processes and strengthening links between knowledge sharing and information systems (including facilitating information exchange across systems by working in collaboration with other stakeholders).
- Taking the lead in encouraging centre staff and partners to share knowledge, ensuring they are aware of the knowledge management resources available to support their work, are appropriately trained and are using the systems efficiently and productively.

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 Requirements:

- A Master's level degree preferably in information & communication, development, disaster management, business, education.
- At least five to seven years' professional experience in a management role in a learning and development function, preferably from a variety of sectors.
- Able to clearly articulate rationale for learning approaches based on sound learning science, adult learning principles, interoperability standards, and web accessibility standards.
- Relevant project management knowledge, skills, tools and techniques to support projects from initiation to project delivery.

- Proven results in establishing new learning initiatives, projects and programs including governance, policies, processes, and procedures to a variety of audiences.
- Clear understanding of Instructional Design and Curriculum Development using newer methods and tools including e-learning, virtual classroom, knowledge sharing, social learning tools, and mobile learning.
- Solid working knowledge and experience of dealing with operations, vendor management, and service contractors.
- Demonstrable experience of developing and delivering learning solutions, with above average operational understanding of contextualising activities.
- Fluent in Arabic and English

Preferred Requirements:
- Relevant professional experience in humanitarian aid and/or DRRM.
- Experience working with learning management systems and content authoring tools, willingness/enthusiasm to learn new software.
- 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.

Personal Attributes:
- 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.
- An advanced communicator; can adapt style and content to achieve results in a variety on contexts.
- Passion and energy to work in pursuit of transforming humanitarian response globally and making a reality of true collaboration.

Competencies:
- Applying Technical Expertise
- Networking
- Delivering Results
- Innovating and Adapting
- Managing Change

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