Job Title:	Learning Solutions ENGINEER
Location:	Farringdon, Central London
Reports to:	Head of Learning and Organisational Services
Grade:	
Child Safeguarding Level:	**Level 1** This post has been classified to be a Level 1 position. A Disclosure and Barring Service (DBS) basic check or equivalent overseas police check will be obtained for employees at this level prior to their Start Date. As the post is not covered by the Exceptions Order 1975 to the Rehabilitation of Offenders Act 1974, any spent criminal convictions will not be considered when considering suitability for the role.

Background

The Humanitarian Leadership Academy is a networked organisation whose mission is to enable people around the world to prepare for and respond to crises in their own countries.

The Academy works 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.

The Academy - through its network of partners - offers learning in-person and online, through learning pathways that blend a range of learning methodologies. Online learning is offered through 'Kaya', the Academy's learning platform. The Academy works on an 'aggregate first, build last' basis, bringing together existing content from partner organisations and content providers, and only creating new content where it is needed. New content is created in partnership with subject matter experts from the relevant organisations.

The Academy recognises it can do much more to support organisations in their uptake and application of learning platforms, tools and content. It has therefore created an organisational learning service that focuses on organisational learning and frames its offer to humanitarian organisations, consisting of tools, frameworks, bespoke learning products and services to strengthen their institutional capacity and bring about transformational change in terms of humanitarian response, coordination and sustainability.

We are seeking a Learning Solutions Engineer to join the team to lead this workstream and aid the Academy in providing these services to more humanitarian organisations globally.

For this role, the focus is mainly 'external', i.e. on the organisations the Academy works with (such as local and national organisations, international institutions, learning & development providers, policy makers and donors), rather than 'internal', although from time to time the role holder will be expected to act as a technical adviser in respect of the Academy's own internal frameworks and systems.

Job Purpose:

The role holder will be an integral part of the Learning Solutions team. Part of their role will be client-facing as they lead efforts within the team to assess client's learning requirements, design and coordinate organisational solutions based on the suite of learning products and services within the Academy and Network partners, including the Organisational Learning Service and Learning Design Service. They will also lead on the development of a robust monitoring, evaluation framework for the Academy's organisational solutions, working with other Academy colleagues and Network partners to ensure a practical and informative impact measurement approach is in place and understood and can be communicated effectively to key stakeholders including partners and clients.

Key responsibilities:

1. Working closely with the External Relations team, assess client needs and proactively propose organisational learning solutions based on the range of products and services available to the Academy and its Network.
2. Draft proposals and high- level designs in response to funding and client requests for our organisational solutions offer, supporting efforts to identify and cost viable options for generating income as needed.
3. Lead for the team on the development of a practical monitoring, evaluation and impact measurement approach and tools for the Academy's organisational learning solutions offer, testing and generating evidence and insight to identify strengths and challenges in our approach and to showcase how the combination of services, and the Academy's approach is improving the effectiveness and impact of humanitarian response.
4. Work with the Communications team to deliver timely communications to promote and generate demand for the Academy's organisational solutions as required, leading efforts to exchange learning and good practice in MEAL across the Academy's Network.
5. Work with the External Relations team to help identify potential partners, clients, funders and beneficiaries that could benefit from the Academy's products and services and promote our approach as needed
6. Project manage and/or deliver elements of the Academy's organisational solutions offer if required
7. Provide support and guidance to Network Partners and other key stakeholders in identifying organisational learning gaps and understanding the process from initial engagement to delivery of bespoke solutions, ensuring robust monitoring and evaluation is in place.

As a member of the Academy's Learning Solutions Team this post supports other team members on key initiatives as required, contributes to regular internal and external reporting, and will actively contribute to wider team planning and development ensuring that content planning aligns with strategic needs.

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

Professional Skills:

Essential:
- Significant experience in consulting and solutions design - specifically organisational development (OD) advisory and learning design - with a range of organisations including non-profits.
- Extensive experience in business/product development of complex organisational solutions, preferably in the humanitarian/development/not-for-profit sectors.
- Evidenced expertise in monitoring, evaluation and impact assessment of organisational learning systems, processes and products Comprehensive understanding of learning and development (L&D) theory and practice.
- Experience in designing and delivering Organisational Development (OD) interventions such as large-scale system change, process implementation and leadership development in a range of organisations, including international, national and local organisations
- Strong facilitation / group processes skills and working knowledge of group dynamics.
- Outstanding written and verbal communication skills, ability to research, analyse and adapt material and proven report writing skills to suit different audience needs such as donors.
- Strong evidenced project management experience.
- Strong budget management and proposal development experience
- Ability to work both independently and as part of a team.
- Digital literacy, including Microsoft office, Excel and collaboration platforms such as Microsoft Teams

Preferred:
- Experience and understanding of working within the humanitarian sector.
- Proven familiarity with the design and development of blended learning experiences and achieving uptake.

Personal Skills:
- A clear sense of your own values and ethics and how to translate them into practice.
- A clear sense about who you are and how you work.
- A willingness to work proactively on unresolved issues.
- Strong inter-personal and relationship building skills.
- Hands-on, initiative-led approach with confidence and intellect to challenge conventional thinking and ways of working.
- Flexibility and adaptability: able to prioritise and reprioritise as new opportunities and challenges arise.
- Substantial levels of personal resilience and a willingness to operate in highly complex and fast-paced environments, making sense of complex situations.
- An outcomes focus: able to innovate, problem solve, and be entrepreneurial.
- Knowledge of a second language (for example Spanish, French or Arabic) is desirable.

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