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| **Job Title:** | **Digital Learning Manager** |
| **Location:** | Dhaka, Bangladesh *with travel up to 30% annually* |
| **Reports to:** | Academy Centre Director  |

**Background**

The Academy Centre in Bangladesh 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 Bangladesh 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 Academy Centre Director, Bangladesh Academy Centre’s learning solutions team and staff at the Global Academy Office (GAO), the Digital Learning Manager will act as the key focal point within the Bangladesh Academy Centre for the users of the learning platform. Alongside this, the post holder will work closely across the Academy’s network of centres and learning providers to support the design, development, contextualise and adapt the learning platforms contents in line with the Bangladesh humanitarian context and delivery of learning products and services, ensuring that they are scalable and relevant to need as part of the Academy’s charitable and social enterprise offer. She/He will also play an important role in the exchange of learning and best practice across our network and will ensure robust internal and external communication of learning products and services.

The Digital Learning Manager 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***

* Responsible for the delivery of Bangladesh Academy Centre’s digital platforms as effective tools of learning, skills sharing and innovation.
* Collect data, review user feedback and evaluation of data to identify content needs, whether additional content or revisions to existing content, such as translation or extension, assess impact, and write reports on the effectiveness of e-learning and local learning initiatives.
* Support the design and implementation of learning initiatives aligned with the Academy’s Core Strategy and in parallel with the Centre’s own learning strategy, focusing on contextualized/local knowledge products.
* Work closely with global learning team 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.
* Responsible for identifying cutting edge trends and best practice within the digital sphere, that can be incorporated into learning efforts and products for the Academy and it’s partners.
* Responsible for the local maintenance of the Kaya platform to provide a high-quality user interface, including overseeing the registrar, course management, reporting functions and ensuring proper functionality and software updates.
* In partnership with Kaya team, provide technical and facilitation support for webinars.

***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 Centre staff in the utilisation of relevant digital access methods and tools.
* Document usage of online learning platform – work closely with partnerships team especially the marketing and communications staff to produce best practice documents, change stories and case studies as well as package and promote e-learning products.
* 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 Bangladesh 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 Academy and externally, sharing knowledge and building capacity for use of the platform.
* Scoping, Commissioning and Managing the development of online learning methodologies 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 learning team and other Academy centres learning teams on learning platforms, tools, templates and resources 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 Bangladesh 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.
* 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 Technology/Computer Science or Communication Studies, Development Studies, Disaster Management, Education with sound knowledge of IT.
* At least six to seven years’ professional experience in a management role in a learning and development function, preferably from a variety of sectors using digital platform as a tool.
* Proven track record on managing e-learning courses, digital learning platforms and web content management and design/hosting.
* Able to clearly articulate rationale for innovation models and learning approaches based on sound learning science, adult learning principles, interoperability standards, and web accessibility standards.
* 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.
* Proven results in establishing new learning initiatives, projects and programs from initiation to project delivery including governance, policies, processes, and procedures to a variety of audiences.
* Solid working knowledge and experience of dealing with operations, vendor management, procurement processes and service contractors.
* Demonstrable experience of developing and delivering learning solutions, with above average operational understanding of contextualising activities.
* Fluent in Bangla and English

*Preferred Requirements of professional skills:*

* Highly proficient in IT and digital technology includes up to date on and off-line solutions.
* Outstanding written and verbal communication and presentation skills with ability to research, analyse and adapt material to suit different audience needs.
* 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.
* Strong evidenced project management experience. Ability to manage various project strands simultaneously ensuring that targets are met within the timeframe and budget and to create order in a complex situation.
* 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.
* Highly accurate with a strong attention to detail when handling information.
* An excellent problem solver who sees opportunities in issues.
* Solutions focused: an innovator and natural problem solver, 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 not only have the required skills and experience but who also fit our culture, based on our organisational values.