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# eLearning Training Co-ordinator – Job description

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## Summary

***Are you learning platform administrator with a creative streak and a desire to work with a variety of leading charity clients? Looking to put your skillset to good use in a values-driven non-profit organisation where you can increase your skills and enhance your experience? If so read on.***

INTRAC is looking for an eLearning Training Co-ordinator to join a small and committed team, with an exciting opportunity to make a real contribution to making our training accessible and engaging for civil society professionals around the world. INTRAC is at an exciting juncture having grown its online training offer over the past decade, we are looking for someone to join the team to help take our online training provision to the next level. This is a great opportunity for someone looking to develop in a learning technologist role or a first step in international development work.

You will benefit from working alongside leading experts in international development to develop engaging online training. We are looking for a self-starter who is eager to develop in a career in instructional design, with some experience of learning management systems and flare for making learning participatory and engaging.

The eLearning Training Co-ordinator is a key post that is responsible for overseeing our blended online courses, managing several tailor-made training courses for charity clients which involves supporting the development of new courses and assisting expert trainers with the delivery of interactive online sessions.

This role may also be called Training Coordinator, Learning Management System Coordinator; Learning Experience Coordinator; Digital and Learning Technologist in other organisations.

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## Location

INTRAC Office, Central Oxford, UK (with the possibility of remote/home working some of the time, in line with INTRAC policies and government guidelines related to COVID)

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## Reporting to

Training Manager

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## Key Contacts

**Staff:** Training Coordinator, eLearning and Training Officer, principal consultants

**Stakeholders:** Associate consultants and trainers, INTRAC clients

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## Salary

£24,500 per annum

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## Hours/days per week

Fixed term – 12 months; full time contract: 37.5 hours a week.

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## About us

INTRAC is a values-driven, not-for-profit consultancy, training and research organisation focused on supporting civil society organisations in development practice. We work globally and have a strong body of work in the Middle East and North Africa. INTRAC's work is cross-sector, always with an emphasis on the role and development of civil society in poverty alleviation, improving human rights, governance, voice and accountability and social inclusion. Our work spans the many actors that affect civil society: our clients and partners include Northern NGOs, European bi-lateral donors, private foundations, private companies and civil society organisations in the global south.

Training is one of INTRAC's core services. We have over 25 years' expertise and provide training on Monitoring, Evaluation and Learning, Organisational and Capacity Development, Programme Strategy & Design, Advocacy and Policy Influencing, Gender Analysis and Planning, in various ways, we have increasingly moved our service provision towards online delivery. We offer a programme of both scheduled courses open to the public and bespoke trainings for organisations that we offer in the UK and internationally, face-to-face or online. We produce blended courses delivered through a combination of activities and content on our moodle platform and during participatory webinar sessions.

### Our values

- We focus on **change and transformation**, and work to support positive change for civil society and to strengthen its role in development. We do this as a mission-driven not-for-profit civil society organisation.
- We put **people at the centre** of our work, and accompany our clients, partners and those they serve as a trusted, critical friend.
- We emphasise **collaboration**, and believe that sustainable solutions require changes in wider systems and structures. No single stakeholder can do this alone.
- We provide support that is **useful**, appropriate to the context and easily understood.
- We pride ourselves on our **integrity**. We aim to live out our values, and we are committed to our vision, our mission, to the people we work with, and to our staff and network.
- We aspire to support **inclusion** and **diversity** both within INTRAC and the organisations and people we work with.

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## Key responsibilities

1. Oversee the scheduled online courses and manage the learning management system (Moodle)
2. Manage a portfolio of tailor-made eLearning training courses
3. Contribute to the strategic development of the training team's online training offer

### Specific tasks to include:

1. **Deliver scheduled online courses and manage the learning management system (Moodle)**
  - Oversee the management of the learning management and development of courses in Moodle. Activities include:
    - Collaborating with internal teams to optimise the learner experience
    - Setting up courses on the learning management system, including setting up activities, uploading resources and testing that the learning experience is great

- Recording screencasts and “how-to” videos to support learners in using the online platform
- Editing and uploading recordings of training sessions
- Communicating with trainers and participants to provide logistical and technical support before, during and after the online learning course. Activities include:
  - Processing applications and follow-up ensuring high quality of service delivery and responsiveness to clients/participants needs.
  - Producing participatory webinars with expert trainers and monitoring participant engagement throughout the course
- Regularly report to Training Manager on quality of training courses including ensuring trainer quality.

## **2. Deliver on portfolio of tailor-made training courses**

- Respond to direct requests to support implementation on eLearning delivery and online facilitations.
- Manage a limited number tailor made training jobs, including assessing needs, negotiation of terms of reference and contracts with the client, selecting, contracting, and managing trainers, ensuring the quality assurance system is adhered to, report against trainings managed.
- Ensure trainers have access to materials through ensuring materials are filed, organised, and archived on the system
- Undertake marketing and communications activities for tailor made training including:
  - proactively develop project ideas and proposals for engagement with clients on longer term capacity building programmes
  - support the development of relationships and joint projects with potential collaborators.

## **3. Contribute to the strategic development of the training team**

- Manage the planning, execution, and measurement of new technologies and processes to enhance the platform INTRAC’s Moodle platform;
- Contribute to the development of, and support the implementation of new training services.
- Support the development of effective ways of working and systems for ensuring services are high quality including:
  - development and implementation of the training quality assurance system ensuring it is in line with the organisational M&E and QA system
  - report against tailor made, and online courses managed.
- Support the development of recruitment processes, induction processes, professional development services for trainers, client management processes and M&E.
- Other duties commensurate with the post and as requested by the Training Manager. This can include:
  - Deputise for Training Manager when necessary.
  - Cover for eLearning and Training Officer when required.
  - Coordinate and support the delivery of larger training programmes as required.

## Qualifications, competencies and experience – essential (E) desirable (D)

Skills and experience	Essential	How will this be assessed
Excellent technical trouble-shooting skills and proactive approach to problem solving	Yes	Application form, interview and assessment.
Willingness to identify and learn to use new functionalities in digital learning software	Yes	Application form, interview
Strong digital skills including a good understanding of the features of the following packages : <ul style="list-style-type: none"> <li>○ Essential: Zoom or similar online conferencing platform; Formatting skills in Microsoft PowerPoint and Word</li> <li>○ Desirable: Moodle or similar learning management system (LMS), Mentimeter, Mural, GoogleDocs, other online collaboration software, authoring tools (e.g. Articulate Storyline; H5P), Salesforce</li> </ul>	Yes  Desirable	Application form, interview and assessment
Good customer service skills: strong interpersonal, communication skills	Yes	Application form, interview
Good attention to detail, efficient and organised	Yes	Application form, interview
Ability to work under pressure, to multi-task and prioritise	Yes	Application form, interview
Ability to work as part of a team and on own initiative	Yes	Application form, interview
Commitment to INTRAC's values and purpose	Yes	Application form, interview
A minimum of two year's experience in an educational and/or training setting would be beneficial to your application. A degree level qualification in a relevant field would also be desirable, but by no means necessary.	Desirable	Application form, interview
Knowledge of civil society strengthening, organisational development, capacity strengthening, monitoring and evaluation, and/or advocacy	Desirable	Application form
Language skills, particularly French, Arabic or Russian	Desirable	Application form, interview

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## Terms and conditions

<b>Contract:</b>	1 year fixed-term, subject to 6 months probationary period.
<b>Salary scale:</b>	Appointments are likely to be made in the range £22-28k depending on experience and qualifications, plus 5% employer pension contribution to INTRAC's company pension scheme.
<b>Annual leave:</b>	25 days plus 5 days statutory public holidays falling in the period of employment.
<b>Hours:</b>	Full-time 37.5 hours Hours may be worked flexibly by arrangement.
<b>Work base:</b>	Oxford, UK with allowance for flexible working options There will be a need for regular travel, (at least 4 times per year to the INTRAC office in Oxford)

INTRAC strives to be an equal opportunities employer and welcomes applications from all backgrounds who have the right to live and work in the UK. Applications from professionals in the global south are actively encouraged but **you must be eligible to live and work in the UK.**

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## How to apply

**Application deadline: 10 October 2021, midnight UK time**

To apply, please download the application documents available on our website: [www.intrac.org](http://www.intrac.org). Please send your completed [INTRAC job application form](#) (in which you demonstrate your suitability for the role and why INTRAC should employ you) and [equal opportunities monitoring form](#), to [info@intrac.org](mailto:info@intrac.org).

Please note: only complete applications that arrive on time will be considered. Due to limited resources, INTRAC will only be able to contact candidates that have been selected for interview.