
Training and E-learning Officer



Summary

One of INTRAC's core services is training provision. 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:

- Scheduled online courses
- Tailor-made and bespoke trainings for organisations that we offer online, and face-to-face in the UK and internationally

The Training and E-learning Officer is a key post that provides administrative, logistic and instructional technology support for the services.

Location

Remote (with quarterly face-to-face days in Oxford)

Reporting to

Training Manager, working closely with the Training Team and other INTRAC staff.

Salary

£22,000 p.a. pro rata

Hours/days per week

Part time 60-80% (22.5 to 30 hours per week). We can offer flexible hours

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.

About the role

One of INTRAC's core services is training: scheduled training (face-to-face in the UK and online globally) and tailor-made training that we offer to civil society organisations globally. The Training and E-learning Officer is a key post that provides administrative, logistic and instructional technology support for the services.

The main role of the Training and E-learning Officer is to work closely with the Training Team and other staff to deliver the scheduled training programme in the UK and online. At the time of writing this is only online training. This includes coordinating the day-to-day logistics and all communications and administration with participants (from enquiry through to post course follow up).

The Training and E-learning Officer plays a vital role in updating other teams across INTRAC on training events, ensuring cross-team collaboration, staff involvement and representation at our training events.

The Training and E-learning Officer may also provide support to other teams in INTRAC when required which could include, for example, helping at INTRAC events, conferences, and webinars.

Key responsibilities

1. Be the first point of contact for enquiries about INTRAC's training services
2. Coordinate the day-to-day administration and logistics of the scheduled online training courses and face-to-face training if we return to delivering face to face.
3. Support the delivery of online training courses
4. Market training services

Specific tasks to include:

1. Scheduled online courses

- Answer enquiries about scheduled courses, and forward enquiries about other services as appropriate.
- Manage all applications from enquiry stage to participation, and follow-up ensuring high quality of service delivery and responsiveness to clients/participants needs
- Work with the Finance team to ensure effective and accurate invoicing
- Liaise with trainers and participants to provide logistical and technical support before, during and after the online learning course.
- Support trainers with formatting and branding of materials.
- Administrate the elearning platform (Moodle)
- Set up courses on the elearning platform (Moodle), including setting up activities and uploading resources provided by the trainers (Training on Moodle will be provided)
- Host participatory webinars (or live sessions) on Zoom – this includes for example scheduling the sessions, admitting participants, troubleshooting, running energisers, sharing links, recording the session
- Monitor participants' engagement and support them throughout the course
- Over time contribute to improving online courses
- Assess and process applications to INTRAC's Training access scholarship
- Supervise any external staff performing the producer role for scheduled online training courses
- Ensure all training courses details are properly set up and kept up to date on Salesforce (customer relationship management software) (Training on Salesforce will be provided)

2. Scheduled face-to-face courses (N.B. We currently do not run scheduled face-to-face courses)

- Answer enquiries about scheduled courses and forward enquiries about other services as appropriate.
- Manage all applications from initial enquiry stage to participation and follow-up, ensuring high quality of service delivery and responsiveness to clients'/participants' needs

- Ensure effective logistics before and during course implementation including: liaising with the venue, undertaking administrative preparation of course materials in liaison with the trainers, supporting trainers with formatting and branding of materials and ensure the smooth running of all courses

3. Monitoring, Evaluation and Reporting

- Support the development of needs assessment surveys, feedback and monitoring systems.
- Conduct post training follow-up with participants
- Provide analysis of the participants for reporting on the training programme.
- Help conduct post-training evaluation sessions with trainers
- Implement Training data management policy (e.g. delete data as stated in data management policy)

4. Marketing INTRAC's training services

- Support the marketing all of INTRAC's training services (face-to-face, online and tailor-made);
 - Create content for INTRAC Training newsletters
 - Support the Digital Communications and Marketing Officer relating to open training e-communications such as social media, adverts and update training webpages

5. Tailor-made training and other INTRAC work

- Provide support on filing, organising and archiving training materials
- Work with the training team to optimise the use of Salesforce to automate training administration processes and M&E
- Cover for the Training Team as appropriate and other support staff to ensure smooth running of the INTRAC office
- Assist with any other tasks required to support the training department in terms of scheduled courses

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

- Excellent IT and formatting skills (Microsoft Office) (E)
- Strong interpersonal and communication skills (E)
- Ability to work under pressure, to multi-task and prioritise (E)
- Good numerical skills (E)
- Ability to work as part of a team and on own initiative (E)
- Problem solving and decision-making skills (E)
- Efficient and organised with good attention to detail (E)
- Strong customer service skills (D)
- Experience in organising events such as seminars, workshops or conferences (D)
- Experience with authoring tools (e.g. Moodle) and/or basic website/bloggin admin (e.g. Wordpress etc.) (D)
- Experience with or willingness to learn how to use webinar software (Zoom for training, MS Teams for internal communications) and e-learning platforms (Moodle) (D)
- Strong interest in applying software and technology solutions to improve management and delivery of international development training (D)
- Understanding of the civil society sector (D)
- Knowledge of/interest in civil society strengthening, organisational development, capacity building, and/or work in developing countries (D)
- Knowledge of languages other than English (especially Arabic, French or Spanish), will be an advantage (D).

Diversity

We're keen to improve diversity at INTRAC and so we would like to encourage people with disabilities and those from Black, Asian or Minority Ethnic (BAME) backgrounds to apply for this role as these groups are currently under represented at INTRAC. If you would like an informal conversation or any assistance with an application, please do get in touch.

Timeline

The deadline for applications is Sunday 26 June.