Job Description – Learning Experience Manager

About the Role

This role is based within the Strategic Learning team, which forms part of the area of expertise, Talent and Development. As an area of expertise, the team will ensure an expert, high impact service is delivered across its learning priorities. They will ensure provision of a flexible and aspirational learning and development interventions that successfully deliver incremental and transformational outcomes aligned to the strategic priorities of the University. Responsible for establishing the systems and processes that underpin a world-class learning and development service for Open University (OU) employees. Focusing on establishing systems (IT and non-IT) and processes, which enable intelligent, efficient and personalised identification and presentation of learning for individuals, which enable them to realise their potential and the OU to optimise collective capability so that we are best placed to deliver great student experiences.

Key Responsibilities

- Develop the Internal Learning Architecture (System and Processes) Strategy for the Open University (under the direction of the Strategic Learning Manager), which defines the architecture and implementation plan associated with the establishment of a world-class learning service for OU employees.

- Lead the Internal Customer End-to-End Experience Redesign, identifying the existing and target learning experiences for critical employee segments.

- Lead the development and implementation of career and learning pathways for critical employee groups across the OU.

- Oversee the development and innovation related to all aspects of the University's competency and behavioural frameworks.

- Develop the approach to online/mobile learning and Learning Management and lead subsequent procurement, account management and solutions optimisation.

- Lead a curriculum review (existing and target) in response to existing customer data (including an OU wide critical skills audit).

- Lead the development, implementation and monitoring of a robust, innovative learning evaluation strategy, which provides effective reporting of return on investment (ROI) for individuals and the OU.

- All staff are expected to:
  - Undertake any other duties which may be reasonably required;
  - Take reasonable care of the Health and Safety of themselves and that of any other person who may be affected by your acts or omissions at work;
  - Demonstrate a strong commitment to the principles and practice of equality and diversity.
**Skills & Experience**

**Prioritise work & manage time**
Ability to work out what order to do things in, by thinking about which tasks are urgent and how important each task is. Ability to take on other work and feed it into the list of priorities. Deliver against the list to agreed timescales.

**Information analysis, interpretation and problem solving**
The ability to collate information from a variety of sources to enable effective analysis of data.

The ability to identify, investigate and resolve problems through gathering the necessary information, formulating and verifying solutions. Determining the root cause(s) and recommending corrective action.

**Planning and Organising**
Quickly and accurately establishes priorities and executes them despite conflicting agendas and multiple deliverables

**Relationship & Stakeholder Management, Knowledge Sharing**
Proactively builds and maintains effective relationships that help to increase standards and deliver improved performance and results.

**Excellent Communicator**
The ability to effectively produce, in an appropriate format, grammatical, well expressed, easily understood informative ideas, explanations or opinions.

**Learning Technology**
Application of learning technology to deliver effective learning solutions aligned to audience and learning interventions.

**Industry Knowledge**
SME currency of knowledge and best practice in the field of talent and development, including benchmarking and external scanning, ensuring that a broad range of sectors are considered.

**HR Strategy, Policy & Process Development**
Takes a strategic perspective and interprets OU strategy, policy and requirements, and aligns these into HR and people strategies, policies processes and programmes. Proactively consults relevant stakeholder groups when developing and implementing policy and process.

**Line Management Experience**
Experience of leading and managing people