

Role Profile: Virtual Learning Manager**Team:** Virtual Learning**Reporting to:** Head of Virtual Learning**Job Level:** Level 3**Purpose...**

To support the Head of virtual delivery with the ongoing management of the business line, through facilitation and production of VILT delivery and management of the VILT schedule and work into HF. They will provide support during pre sales when promoting and advocating the use of VILT delivery to new and existing clients.

You will be...

- Someone who is a natural communicator, with a strong passion for digital and online learning. Within the VILT environment you will be able to maintain engagement whilst helping learners achieve the stated learning objectives of the course.
- Comfortable providing mediation and direction as needed and will facilitate group discussion by encouraging peer learning using a variety of tools within the platform being utilised.
- An excellent facilitator, working with all VILT stakeholders to ensure learning objectives are realised by generating rich group discussion outputs for all participants and communication styles.
- A role model for the principle of adopting a virtual, blended approach to learning solutions for internal and external customers, who can confidently demonstrate the benefits associated with the medium.
- Someone who can foster and maintain strong working relationships with the HF virtual faculty, leading by example and ensuring VILT standards are maintained at all times.

The role is...

- Acting as a role model for VILT standards and levels in relation to the HF approach to virtual delivery
- Providing guidance and support on VILTs to any of the HF lines of business, also contributing to the overall maintenance and upkeep of the HF VILT platforms in place and carrying out any administration of post VILT delivery as well. The role also covers the administration and maintenance of supporting VILT materials such as checklists and co-ordinating with any supplier partners involved in VILT delivery.
- Working with clients across all the HF business lines to ensure that VILT delivery is scoped designed, delivered and evaluated effectively.
- Taking responsibility for maintain sound working relationships and service levels with external supplier partners involved in aspects of VILT delivery for HF clients.

- Working collaboratively across HF business lines and stakeholders including Open, learning solutions, Managed learning services and sales covering the entire project lifecycle.

You will have...

- The ability to manage VILT platforms across the HF business, specifically looking at room building and ongoing maintenance of architecture.
- A thorough understanding and capability to provide production of VILT sessions for HF business.
- Capability to facilitate VILT sessions for HF business as and when required.
- Involvement with scheduling of resource for production across all HF business lines.
- Involvement in supporting design contributions across Hemsley Fraser, DEMOS and affiliated associate groups.
- Responsibility for managing multi-stream virtual design projects – from concept development through to digital and print production, pilot and roll-out.
- Insights that help the client adopt virtual learning, focusing on client readiness, webinar design, platform selection, delivery standards, environment, equipment, interactivity, and rules of engagement, return on investment/expectation.
- To take the lead and manage interactions with all other HF Business lines in regards to VILT design, delivery and production.

Success in the role is...

- Developing and maintaining the HF VILT offering into a world class service for clients.
- Generating excellent VILT feedback from our clients, your team and other HF internal stakeholders.
- Acting as a role model for VILT standards and levels in relation to the HF approach to virtual delivery.
- Mastery of all platforms used across HF VILT delivery Positive behaviour and approach.
- Being a subject matter expert in leading clients through all phases of the project lifecycle.
- Demonstration of Hemsley Fraser Values.