

Role Profile: Virtual Learning Producer**Team/Location:** Virtual Learning – Remote**Reporting to:** Virtual Learning Team**Level:** Level 3**Purpose...**

To support the Virtual delivery team with the ongoing management of the business line, through production of Virtual Instructor Led Training (VILT) delivery and management of the VILT schedule and associated work. You will provide a range of support services before and after the live delivery of VILT events to the facilitator and the virtual team.

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 comfortable working across each of the proprietary platforms in place across the HF client base and business lines including but not exclusive to Zoom, MS Teams, Adobe Connect and WebEx
- Comfortable providing all aspects of VILT production that results in the session achieving and exceeding the high standards set by HF within its approach to virtual delivery.
- Confident working with small and large groups to ensure engagement levels with the platform, facilitator and the delegates present are consistently high and result in shared learning objectives 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.

The role is...

- Acting as a role model for VILT standards and levels in relation to the HF approach to virtual delivery
- Providing production support across each of the HF business lines and client portfolios
- Supporting the engagement of learners during their learning session
- Taking partial responsibility for administration and maintenance of supporting VILT materials such as checklists and co-ordinating with any supplier partners involved in VILT delivery.
- Taking responsibility for maintaining sound working relationships and maintaining service levels with external supplier partners involved in aspects of VILT delivery for HF clients.

You will have...

- The ability to resolve virtual technical difficulties
- Confidence to work with facilitators to ensure HF VILT sessions are interactive
- Experience of producing live sessions in a virtual environment
- Awareness of how to manage effective real time communication during sessions
- Responsibility for managing session preparation and platform set-up ahead of VILT delivery
- Expertise in platform functionality
- To take the lead in organising and leading rehearsal sessions with facilitators
- Responsibility for managing session evaluation where necessary as well as report collation and follow up actions too

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
- Demonstration of Hemsley Fraser Values