

## **Role Profile: Design and Delivery Consultant – Fixed Term 6 months**

**Team:** In-house Learning

**Reporting to:** Chief Experience Officer

**Job Level:** Level 3 Technical

### **Purpose...**

At Hemsley Fraser we strive to deliver exceptional, interactive learning experiences that bring positive change to our clients and their learners, and this begins at the Instructional Design phase.

This role strengthens our in-house capabilities, bringing together the expertise and experience of Learning Designer/Facilitators to form a collaborative, best-in-class function.

### **You will be...**

- Able to bring your own unique subject matter and industry expertise to the table, while being receptive to peer reviews of all materials and delivery styles
- Experienced in a senior client facing role, and willing to connect at multiple levels with both internal and external stakeholders to allow for delivery excellence in both design standards and facilitation
- Excited to collaborate with others on a wide variety of projects including leading client-facing design teams and faculties
- Excited about the world of possibilities in the learning and development industry and will have a keen interest in maintaining your knowledge of up-to-date trends and learning styles
- Detail orientated with a strong ability to remain highly organised while working under pressure
- Comfortable working remotely and able to build and maintain relationships across all stages of sales, design, and delivery
- A self-starter with the ability to manage workloads across multiple projects, while delivering against client-driven deadlines

### **The role is...**

- Designing and delivering learning content that is appropriate for individual contributors, aimed at junior and mid-management level populations
- Using experiential learning and industry best practice to engage learners and meet internal and external client objectives

- Engaging and communicating with internal and external clients to ensure you understand their brief; using creativity, knowledge, and expertise to create industry-leading, experiential training that will excite all stakeholders
- To research and interpret up-to-date, relevant data that will add value to the topics that you are designing and/or delivering
- Revising and adjusting existing learning materials to meet client needs, as well as creating new material where necessary
- Producing a suite of documents required to support and accompany Hemsley Fraser trainings (Facilitation notes, slide decks, producer checklists, learner handouts, etc)
- Responsible for staying up to date on latest technology requirements to ensure your content remains engaging and interactive across multiple delivery modalities and platforms

## You will have...

- Recent experience of delivering trainings both in-person and virtually across multiple subject matter areas relevant to all levels from junior to mid-manager roles
- An understanding of the delivery impact of timings, flow, activities, and transitions
- Previously used a variety of engagement tools in the design of both in-person, virtual and hybrid learning
- The ability to interpret a client's brief and use creativity and expertise to create industry-leading, experiential training
- Experience in producing a suite of documents that may be required to accompany Hemsley Fraser trainings, for example: PowerPoint Slide deck, Facilitator Notes, Producer Checklists, Learner handouts, Pre and Post Learning Materials, Marketing Overview, etc. All documents will need to be produced in American or UK English

## Success in the role is...

- Positive internal and external feedback in relation to the creation and delivery of learning materials
- Benchmark scores at or above prescribed SLAs
- At least 70% client funded utilization
- A low error rate in designed materials to minimize external proofing burdens
- Adherence to the Hemsley Fraser values