FareShare
E-learning Designer

Reporting to: Content and Learning Manager
Location: Based in Sheffield. Travel across the UK including to London office.
Hours: 35 hours a week (1-year fixed term contract)
Salary: £25,000 to £30,000

About FareShare

FareShare now operates 21 Regional Centres around the UK. The majority of these are run by local charitable organisations we call our Delivery Partners. This enables us to be a UK-wide organisation yet also think and behave with local concerns at the heart of our actions. We support 10,943 local charities and groups – our Community Food Members. Over the past year 20,838 tonnes of food were redistributed by FareShare Regional Centres nationwide, feeding 924,000 people every week. We operate across 1,500 towns, cities and villages and we save UK charities and community groups more than £28 million each year.

FareShare's Strategy & Vision

Vision: We have the vision of a UK where "No good food goes to waste".

Mission: To use surplus, fit for consumption, food to feed those who are vulnerable in the UK by supporting front line charitable organisations that tackle the cause and not just the symptoms of food poverty.

Our Purpose: We are doers. We are a community. We change lives.

Our Values:
    Passion – for our cause and the challenge that lies ahead
    Ambition – to go the extra mile and drive the change that must happen
    Respect – for ourselves, each other, our volunteers, our partners and our beneficiaries
    Collaboration – it's only by working with others that we can be stronger
    Focus – on providing the best service possible so that we deliver and achieve the most for our clients/customers

The Role

At FareShare we build relationships with thousands of charities and community groups, and support them with surplus food. When there's an opportunity to do more, the Information Centre creates or improves the tools to do the job. We're currently on the cusp of a big shift in data maturity, with extra data analytics capacity, substantial funding to embed CRM, integration of food logistics and the launch of an e-learning platform across our Network.

In order to land all the systems changes, make them work brilliantly for our staff and volunteers, and create legacy beyond the roll-out of the project, we need an E-learning Designer to focus on user experience and learning across our 21 regional centres and 3 offices. We have 1,200 volunteers, 170 staff and more than 150 partner charity staff who will use our systems – and we need to make them fit for purpose for all levels of digital literacy and confidence.

As an E-learning Designer, you'll work within the Information Centre, with internal stakeholders and external consultants to ensure that our training and learning strategy comes to life, and that digital changes are embedded across the Network. You'll be responsible for the day-to-day management of the delivery and evaluation of any training or learning provision, development of resources and e-learning materials, administration of our learning management system and contributing toward the ongoing improvement of learning and development at FareShare.

FareShare believes that no good food should go to waste, and it is your job within the Information Centre to work with a passionate team to achieve this. Whether finding new ways to upskill our staff and volunteer workforce on their digital journey, creating the necessary training and learning material needed to embed our transformative systems and processes, or reflecting on what we have learnt so far, our team is enabling FareShare to achieve great things through technology.

Person Specification

Activities

- Work with stakeholders to create relevant content for learning and development.
- Design and create e-learning courses to be hosted on our internal learning management system.
- Create multimedia content such as training videos, visual aids, documentation, SCORM courses, interactive exercises, etc.
- Conduct organisation-wide training needs assessment and identify skills or knowledge gaps that need to be addressed.
- Take ownership of training plans and learning pathways for cohorts of FareShare employees and volunteers affected by new system launches and changes to existing processes.
- Support the design and development of training programmes, and design and prepare educational aids and materials.
- FareShare expects candidates to have and maintain up-to-date knowledge on education principals and contemporary training methods.
- This post will be supporting the selection of appropriate training methods or activities (e.g. E-Learning, mentoring, on-the-job training, classroom) relevant to each area of learning.
- Gather feedback after each training session conducted, evaluate and improve where needed.
- Maintain updated curriculum and training records and manage and maintain in-house training facilities and equipment ready for handover at the end of the fixed term.

Essential Criteria

- Experience of working with a variety of internal stakeholders to understand learning outcomes and design digital learning materials to meet appropriate needs.
- Experience in designing and developing e-learning or virtual / blended learning programmes.
- Demonstrated ability to use authoring tools such as Articulate Storyline and Adapt.
- Ability to clearly and effectively communicate learning needs and outcomes to external consultants and internal stakeholders.
- Be passionate about resolving user pain points and creating comms and learning that works for our network.

- Ability to work in a team with a range of skills and background, everyone from developers to frontline warehouse staff.
- Detail-oriented with the ability to self-direct work in an unstructured environment
- Excellent analytical and written/verbal communication skills

Desirable Criteria

- Experience of scripting copy for learning content.
- Experience delivering face-to-face training.
- Experience of LMS roll-out at scale.
- Experience of working with a federated or partnership structure.
- Experience of working with volunteers.
- Experience of working in the third sector.
- Experience of delivering training to a diverse workforce, including frontline/warehouse staff.
- Agile project management trained.