

Practical **ACTION**

Job Profile

GLOBAL LEARNING AND DEVELOPMENT COORDINATOR



Practical Action

ABOUT US

We are an international development organisation putting ingenious ideas to work so people in poverty can change their world.

We help people find solutions to some of the world's toughest problems. Challenges made worse by catastrophic climate change and persistent gender inequality. We work with communities to develop ingenious, lasting and locally owned solutions for agriculture, water and waste management, climate resilience and clean energy. And we share what works with others, so answers that start small can grow big.

We're a global change-making group, working with communities who are vulnerable to poverty and climate change to support them to change their world. Together we develop innovative, community powered and locally owned solutions that achieve transformative change in lives and livelihoods. And we work with a range of partners, including governments, business and international organisations to ensure improvements are sustained and scaled and to change the systems that keep people poor and vulnerable.

We were founded in 1969 by radical economist EF Schumacher who challenged the development thinking of the time. He believed in solutions suited to context, equipping people with the skills and knowledge to change their situation, economic systems that work for all and living within the planets means. This ethos continues to fuel all our work. Schumacher was the author of 'Small is Beautiful: A study of economics as if people mattered'. In our work we start 'small', ensuring we understand what is already working but we aim big focussing on what will deliver the systems change required.

We have over 50 years of experience working across Africa, Asia and Latin America. Our group consists of a UK registered charity with experienced country teams, an expert consulting service and an independent development publishing company. We combine these specialisms to multiply our impact and help shape a world that works better for everyone.

OUR AIMS

We work across four thematic areas. Much of our most impactful work combines our expertise across issues to solve complex and interconnected problems such as supporting smallholder farmers with renewable energy to increase yields and open up bigger opportunities for the wider economy.

Harnessing energy that transforms for the one billion people without electricity, and the three billion people without clean cooking solutions. We're bringing together rural communities, displaced people, energy providers and decision makers to put clean energy to work. By 2025, our work with partners will have led to affordable, low-carbon energy access and cleaner cooking for two million people in 'last mile' communities and 18 million people through wider systems change.

Building resilience that protects for vulnerable people whose lives and livelihoods are threatened by climate-related and natural hazards. We're working with people threatened by natural and climate related hazards, reducing vulnerability and minimizing the impact on their lives and livelihoods.

By 2025, our work with partners will have enhanced risk knowledge systems so that four million people living in hazard-prone, climate-vulnerable communities are better protected.

Making cities fit for people for the millions of people living in urban slums and settlements without proper sanitation, clean water and waste services. Our work with communities is making cities in poorer countries cleaner, healthier, fairer places for people to live and work, with clean water for drinking and sewage safely contained, collected and processed. By 2025, our work with partners will have led to improved water, sanitation and waste management services for one million people living in slum communities and a further 2.4 million people through wider systems change.

Cultivating farming that works for smallholder farmers struggling to make a sufficient income and adapt to the negative effects of climate change. We're teaming up with smallholder farmers, many of whom are women, so they can adapt to climate change and achieve a good standard of living. By 2025, our work with partners will have improved food security and incomes for two million people in rural communities and a further one million people through wider systems change.

Practical Action

ABOUT THE ROLE

Our Vision

Practical Action's vision is of a world that works better for everyone.

Scope

Title	Global Learning and Development coordinator
Reporting to	Global Learning and development Advisor
Direct reports	None
Groups	Global P&C, Internal coms, IT,
Financial Responsibilities	None
Location	UK, Kenya, Rwanda, Senegal, Zimbabwe, Peru, Boliva, Nepal or Bangladesh
Duration	Permanent
Grade	C
Travel	2 - 4 weeks per year

About the Role

We are looking for a **dynamic and proactive Global Learning and Development (L&D) Coordinator** to join our vibrant, international team. In this exciting role, you will play a key part in shaping the learning journey for our employees across the globe, ensuring they have the tools, resources, and training needed to thrive in an ever-evolving world. You'll have the opportunity to coordinate cutting-edge training programs, manage state-of-the-art digital learning platforms, and help drive the implementation of innovative L&D strategies that impact employees from different cultures and regions.

This is a fantastic opportunity for someone with a passion for learning and a talent for digital technology to make a real difference. If you're detail-oriented, thrive in a fast-paced, global environment, and are excited about contributing to a culture of continuous development, then this is the role for you! You'll collaborate with colleagues around the world, tackle diverse challenges, and help shape the future of learning and growth within our organisation.

Key Working Relationships

Head of Global Learning and Engagement, Global Learning and development Advisor, Global P&C leads, Internal communications, freelance trainers, and consultants

KEY ACCOUNTABILITIES

1. Training Coordination:

- Schedule, coordinate, and manage all internal and external training sessions.
- Liaise with internal stakeholders, external trainers, and venues to ensure smooth delivery of learning programs. In the room and virtual rooms
- Maintain and update training event calendars and records.

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2. **Digital Learning Management:**

- Administer and manage digital learning platforms (e.g., LMS - Learning Management System), ensuring content is up-to-date and accessible.
- Troubleshoot issues related to digital learning tools, ensuring a seamless user experience.
- Support the creation and curation of digital learning content, including e-learning modules, videos, webinars, and virtual training sessions.

3. **Learning Analytics & Reporting:**

- Monitor and track learning and development progress using data analytics tools, providing regular reports on key metrics (e.g., participation, completion rates, learner feedback).
- Analyse learning data to identify trends, gaps, and opportunities for improvement in training programs.

4. **Employee Development Support:**

- Serve as a point of contact for employee learning and development queries.
- Provide guidance on learning paths and career development opportunities based on employee and organisational needs.
- Assist in the design and delivery of personal and professional development initiatives.

5. **Digital Skills Development:**

- Assist in the development and delivery of digital skills training, supporting employees in improving their proficiency in digital tools and software.
- Collaborate with IT and other departments to identify areas where additional digital skills training is required.
- Support the L&D Manager in managing the L&D budget, tracking expenditures and processing invoices.

6. **Learning and Development Projects:**

- Support the implementation of new learning initiatives and programs, ensuring alignment with organisational objectives.
- Participate in cross-functional projects that contribute to a culture of continuous learning.

PERSON PROFILE

Qualifications, Knowledge, and Experience

Essential:

- Proven experience in a learning and development coordination role or a similar administrative position.
- Strong proficiency in digital tools and platforms, including Learning Management Systems (LMS), e-learning tools (e.g., Articulate, Adobe Captivate, Canva, Synthesis), and other digital collaboration tools (e.g., Microsoft Teams, Zoom).
- Excellent organisational and time-management skills with the ability to manage multiple tasks and priorities.
- Strong communication and interpersonal skills, capable of working with diverse stakeholders across the organisation.
- High attention to detail and ability to maintain accurate records and data.
- Ability to analyse data and present actionable insights.

Desirable:

- Familiarity with data analysis tools (e.g., Excel, Power BI) to generate L&D reports.
- Experience in developing and delivering training.
- CIPD qualification in Learning and Development or equivalent

Skills, Abilities and Competences

Collaboration and Teamwork:

- Skilled in working within a global team, fostering collaboration across departments and regions.
- Ability to facilitate virtual teams and work with colleagues and partners globally in different time zones

Cultural Sensitivity and Inclusion:

- Strong competency in promoting inclusivity and ensuring training materials and delivery methods are culturally sensitive and accessible to all learners.

Organisational Agility:

- Ability to navigate and thrive within a fast-paced, global organisation, responding quickly to changing business needs and priorities.

Innovation in Learning Design:

- Ability to introduce innovative approaches to learning, such as incorporating mobile learning, social learning platforms, or AI-driven personalised learning pathways.

Attention to Detail:

- Ensuring accuracy and high standards in managing training records, tracking certifications, and preparing training-related reports.

Global Mindset:

- Understanding of global business environment, with sensitivity to cultural differences and regional learning needs.
- Ability to adapt learning products to the cultural context locally

Problem-Solving:

- Strong problem-solving ability to handle challenges such as differing regulatory requirements, regional variances in skills development, and access to learning platforms.

Time Management:

- Ability to manage time effectively, prioritising tasks and coordinating global projects that involve multiple stakeholders and time zones.

Continuous Improvement Focus:

- Passion for continuous learning and staying updated on global L&D best practices, tools, and emerging technologies.

APPLICATION INFORMATION

Why join us?

The opportunity to work for an organisation that is making a positive difference to the lives of people worldwide, a friendly and supportive culture, and working with values-driven and highly engaged colleagues are just some of the reasons we think Practical Action is a great place to work.

This will be a global role based either in the UK or in one of our country offices in Kenya, Rwanda, Senegal, Zimbabwe, Peru, Boliva, Nepal or Bangladesh. The final salary and benefits for this role is dependent on the country of base and job market conditions.

The successful applicant must have the pre-existing right to both live and work in the country from which they will be based. They must be in a commutable distance from one of our global offices, as the successful candidate would be expected to attend the office on regular occasions.

Additional information

Practical Action believes that having a diverse workforce and inclusive workplace culture based on respect will enable us to be an effective organisation. We seek to create an inclusive workplace in which people are accepted as individuals, regardless of their differences and where they feel their contribution

is valued. Practical Action is an equal opportunities employer, and we encourage applications from under-represented groups.

We stay committed to cultivating an inclusive and diverse working environment and believe that people from different backgrounds or cultures give us different perspectives, and the more perspectives we have, the more successful we will be. By building a culture where everyone feels heard, respected, and valued we give everyone working with us the opportunity to achieve their full potential.

Practical Action is committed to safeguarding and protecting children and vulnerable adults and as such candidates will be subject to pre-employment checks including criminal checks and terrorist financing.

Closing date for applications: 17th November 2024. Please note that should we recruit a suitable candidate before the closing date, we will close applications earlier than the specified date.

Interviews: It is anticipated that interviews will take place in the week commencing 25th November 2024.

If you do not hear from us within four weeks of the closing date, please assume your application has not been successful on this occasion.

HOW TO APPLY

If you want to work for a charity with significant people ambitions, then we would like to hear from you. For more information, please visit our careers page.

To apply please submit a copy of your CV (A4 No more than 2 pages) and send us a supporting statement that addresses person specification, Skills, Abilities and Competencies listed, and please make this no more than 2 A4 pages.