



Role Specification

Post:	Assistant Manager Flexible Learning
Grade:	7
Unit:	Enterprise, Employees and Skills
Reporting to:	Manager, Flexible Learning, SOLAS
Location:	Block 1, Castleforbes House, Castleforbes Road, Dublin 1
Reference:	442

The Role

SOLAS is recruiting an Assistant Manager to support change and continuous improvement projects and drive technical excellence for the eCollege national platform for digital learning.

Key Responsibilities

- Assisting team management in designing effective business cases for change
- Project Managing workstreams in relation to continuous improvement, and change
- Ensuring that eCollege services incorporate best practice developments in digital learning services
- Developing and improving quality assurance systems for eCollege
- Completion of large-scale procurement arrangements within tight timelines ensuring uninterrupted service to eCollege learners/stakeholders
- Identification and development of procurement/ partnership arrangements to support extended services
- Management of relationships with outsourced contractors including tutoring support, monitoring and reporting services, certification partners and courseware suppliers
- Financial management including tracking, forecasting and reporting on expenditure
- Research, data collection, reporting and information provision including PQ responses and audit queries regarding eCollege and TEL
- Promoting existing and expanded eCollege services to key stakeholders and the public
- Planning of activity and reporting through SOLAS processes
- Other responsibilities which may arise from time to time as assigned by the Flexible Learning Manager

Education

Essential:

- Third level or equivalent qualification, or equivalent work experience

Desirable

- Relevant post-graduate qualification in a related field

Experience

Essential:

- 2+ years experience in the coordination or management of digital educational services
- Track record of supporting and coordinating services or training to learners, or other end users
- 3+ years experience of vendor and staff management
- 3+ years financial, contract and project management
- Demonstrated ability to develop a working knowledge of a range of digital systems
- Experience of user acceptance testing
- Experience of working with technical and multi-disciplinary teams
- Proven ability to identify needs and effectively communicate service requirements to internal and external stakeholders
- Implementing monitoring and quality assurance processes against targets and/or KPIs
- Demonstrated ability to draw insight from data including data analysis
- Demonstrated interest in digital learning and working with technology
- Track record of working to business plans aligned to organisational strategy

Desirable:

- Experience of the further education and training sector or other L&D environments
- Experience of working with service design methodologies
- Ability to develop user personas, scenarios and create testing requirements
- Experience of change management in a multi-stakeholder environment