

LEARNING EXPERIENCE MANAGER



RECRUITMENT PACK

April 2021



About Koreo

Koreo is a learning consultancy that partners with people, organisations and communities to imagine and build a better world. We create radical learning spaces, programmes & ventures that help us all rise to the demands and urgency of our time.

Since 2004 we have become one of the UK's leading learning partners for organisations with a social purpose. As a small, committed team of learning designers and producers, facilitators and coaches, supported by a growing community of specialist associates and partners across the UK, we have worked alongside leaders in communities, supported household name charities to shift culture towards learning and transformation, and brought together networks to collaborate across organisational, sectoral and geographic boundaries.

Our current projects include a range of organisational development projects with clients like Crisis, the Health Foundation & Nacro, as well as cross-sector learning programmes including the Community Leadership Academy, Civic Futures, 2027, & Charityworks.

Our approach

We believe everyone has a part to play in building a more just and regenerative world - and that in complex and urgent times, it is only through constantly learning more about ourselves, each other and the world around that we will truly be able to create the real change and transformations demanded of us all. Based on the understanding that these interweaving processes of learning are at the heart of all social change, our mission is to help everyone experience the transformative power of radical learning in order to build a more just and regenerative world.

Our learning experiences aim to:

- Bring to life the nature and scale of the defining issues of the 21st Century, and the transformations needed to address them
- Mobilise people, communities and networks around shared missions, focusing on the learning capacity of the whole
- Develop capacity for people, communities and networks to lead their own ongoing transformations
- Support people, communities and networks to see themselves as part of the wider systems they operate within
- Increase capacity for working beyond boundaries, and across systems



What we're looking for

Learning Experience Manager

Role	Learning Experience Manager
Reports to	Development Director
Oversees	Projects and Programmes
Benefits	Pension, 20 days + bank holidays annual leave entitlement pro rata
Contract	Fixed term, 12 months
Hours	37.5 per week
Salary	£35,000 - £40,000
Based from	London or remote in the UK

The role in brief

1. Responsible for providing project management and reporting across a dynamic and evolving portfolio of key learning programmes and projects
2. Responsible for designing, developing and delivering learning content as part of and by supporting participants through programmes as a whole
3. Responsible for contributing to the team and self development as part of a thriving working culture at the company

Main responsibilities

Designing, developing and delivering learning content and experiences

Leading the design and delivery of outstanding learning content

- Contributing to the effective design and delivery of powerful learning spaces across Koreo projects, programmes and interventions
- Researching and designing learning content as part of programmes as a whole as well as specific sessions
- Collaborate with colleagues and project teams to develop and design content, including evaluating its impact and effectiveness
- Develop individual coaching and facilitation practice as part of the delivery of learning content and programmes



Supporting participants to engage in programmes and learning activities

- Working with clients, participants and partners to ensure that participants are supported into and through learning experiences and programmes as a whole and as individuals
- Ensure that programme activities are accessible and responsive to participant needs and requirements

Developing new programmes and learning content

- Researching and engaging new partnerships, opportunities and proposals as part of holding developmental conversations with new clients and partners
- Horizon scanning, tracking and developing proposals to tenders and new opportunities as part of evolving and innovating Koreo's offer

Planning, managing and reporting on projects

Leading on the planning, management and reporting of learning programmes and projects

- Overseeing and being responsible for the design of powerful and effective project plans which allocate and distribute work across the team
- Leading regular project team meetings and reviews to ensure the effective delivery of work and programmes on behalf of Koreo, clients and partners
- Providing oversight, management and support to project team members
- Producing regular reports and detailed operational and risk information as required

Supporting programme journeys for participants

- Oversee the development and delivery of programme communications, risk, flow and participant journeys including contributing to developing and supporting the creation of participant communications and information in accordance with data protection

Contributing to the team and personal development

- Responsible for contributing to the development of a rich organisational culture across the company including but not limited to taking part in regular 121s, company check-ins, team meetings, events and development days
- Responsible for being committed to self development, including taking part in regular performance reviews, evaluation and reflection and giving feedback to colleagues
- Contributing to Koreo's strategy through sessions and workshops and being an ambassador for the company externally through events and sessions, webinars and other communications and marketing activities



Person Specification

Overview

- **Deep interest and motivation in driving social change and learning** - You are motivated by supporting people to create a more just and regenerative world through the power of learning and development. A keen interest in understanding how social change happens in a complex world, a strong commitment to supporting social change work that is consciously anti-racist, aware of power and agency, and committed to facing the big, messy challenges of the 21st century in a way that is both just and regenerative. Successful candidates will likely be interested in subjects like collective impact, new approaches to power, working in and with complex systems, organisational design and psychology, participatory futures, activism and organising, multi-disciplinary practice, and much more that we don't know about yet.
- **A track record of partnering with other people, groups, communities or networks to help them explore and increase their contribution to social change** - This might be through a role /series of roles explicitly organised around learning and development, or another role/series of roles focused on building capacity for social change.
- **Organisation, time management and task efficiency** – You are reliable and are able to work and deliver at pace to a high standard across a number of projects.
- **Ability to spot, take initiative and solve problems** – You are a natural problem solver, and you are able to quickly spot and highlight key areas of risk.
- **Build positive relationships** – You are comfortable in a small, busy and ambitious team, leading and able to hold relationships with colleagues and our community
- **Written and verbal communication** – You can communicate clearly and effectively, with excellent verbal and writing skills and help and support participants through their learning experiences and journeys
- **Adaptable** – You cope well with competing demands and changing environments. You maintain your effectiveness and productivity throughout. You will be flexible and able to work in different settings and with different people



Detailed specification

Tested at: A = Application, I = Interview

Qualifications		
Good general education, typically to A Level or equivalent	Essential	A
Higher education degree or equivalent	Desirable	A
Experience		
Experience of planning, managing and reporting on projects/tasks	Essential	A, I
Experience of working with people, groups, communities, networks or projects in the context of social change	Essential	A, I
Experience of working effectively on own initiative and as part of teams	Essential	A, I
Experience of delivering people and development or capacity building work	Desirable	A, I
Experience of managing individuals and teams	Desirable	A, I
Experience working with project management software including Asana or equivalent	Desirable	A, I
Knowledge		
Understanding of the key components of project management, risk and delivery	Essential	A, I
Working knowledge of designing and delivering people development projects and programmes	Desirable	A, I
Specialist knowledge and practice around particular themes of social change including such as working in and with complex systems, collective impact, new approaches to power, organisational design and psychology, participatory futures, activism and organising or multi-disciplinary practice	Desirable	A, I



Skills		
Strong IT literacy and ability to adapt to new systems and processes at speed and scale	Essential	I
Excellent personal organisation, attention to detail and problem solving skills	Essential	A, I
Excellent communication, both oral and written	Essential	I
Values, attitudes and personal styles		
A keen interest and understanding about social change	Essential	A, I
Understanding and commitment to equal opportunities including personal responsibility including power and privilege	Essential	I
Commitment to the values of Koreo and social change	Essential	A, I

Both the main responsibilities and person specification are not exhaustive, and the post holder will be required to demonstrate the ability to work across a number of areas as required by their manager during their time in employment with the company.



How to apply

To apply for this role please send a CV and a cover letter (where the cover letter is not more than three sides of A4) which demonstrates your suitability to hello@koreo.co with the subject title 'Learning Experience Manager Application' by 5pm on Monday 3rd May. We would also request applicants complete [this](#) voluntary Equality and Diversity Monitoring Form and return it to us with their application.

If you have any questions about applying you can direct any enquiries to hello@koreo.co up to 48 hours prior to the application deadline.

We strongly encourage applications from people who are historically under-represented in positions of leadership in the social sector, London and the United Kingdom, including Black and People of Colour, gender-nonconforming people, and people with disabilities. In support of our approach to flexible working we are happy to receive applications from those seeking full time employment, as well as those who may want to share the role on a part time basis.

Our recruitment process:

- All applications are received centrally and are anonymised by a member of the team before being shared with the panel for screening and selection
- Our team will shortlist candidates based on the criteria as presented within the role and person specification.
- We are unfortunately unable to offer feedback to non-shortlisted candidates; however, every applicant will be informed of the outcome of their application.
- Shortlisted candidates will be invited via email to take part in a panel interview, most likely held virtually, that may also include some written and/or scenario-based tasks
- Preliminary interview dates for this role are currently: 10th, 11th and 12th May
- Appointed and shortlisted candidates will receive feedback on their application and performance through the application and interview process
- References will be requested and verified following an offer of employment.

Further information

We also recognise that this recruitment process, and the opportunity to join Koreo, is taking place during a period of major instability and uncertainty in the wider world due to the COVID19 pandemic. Should you require any particular arrangements or support related to this process or attending a digital interview during this time we are committed to working with you to support this as much as possible - including after any appointment. We seek to ensure the accessibility of our recruitment processes and workplaces and environments for everyone so please let us know at any point during the process via hello@koreo.co.



THANKS.



For more information please
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