

Course Development Project Manager and Instructional Designer Job Description

Job Title:	Course Development Project Manager and Instructional Designer	Reporting to:	Head of Operations – Courses and Consultancy
Department:	Cogent Skills	Direct Reports:	
Key Contacts:	Heads of departments	Location:	UK, with the ability to attend the Darlington office on a regular Basis
Date Created:	October 2021	Date Revised:	

Job Purpose

To project manage a portfolio of bespoke course development and internal product development projects and assure the quality of the associated products, ensuring products & services include best practice training techniques and are developed and delivered on time, to the agreed specification and budget.

Use instructional design skills to develop and create blended learning and/or elearning for inclusion within new and conversion of existing courses.

To become advisor to the whole cogent Group on best practice in Instructional design and creation, and digital learning.

To manage customer and provider relationships to achieve project goals.

Manage effective and efficient transition from product and service development through to delivery liaising with the administration teams to ensure customer satisfaction.

Key Accountabilities

- Manage a portfolio of Cogent Skills course development projects from development through to delivery to meet agreed milestones and specification.
- Manage the activity connected to internal and external product development projects including managing subject matter experts who create the content and making sure that quality procedures are followed.
- To provide instructional design expertise and convert content to blended learning and elearning for relevant Cogent courses development projects using Articulate/ Moodle and other platforms.
- To advise on the content of courses to ensure they contain best practice in delivery techniques and that programme content meets the standards required by the customer, Cogent and other relevant stakeholders.
- To advise on the best use of learning platforms, software and databases such as Moodle, Canvas, Articulate, etc.

- Liaise with the Head of Workforce development to ensure a smooth and effective handover from Win Business to Business Delivery.
- Account manage employers/customers as required, ensuring all aspects of the development are fulfilled and that PO's, contracts and invoices are all collated, collected/distributed on time and in line with the company requirements.
- Work with the Head of Operations, Courses and Consultancy, to manage relationships with employer and providers to ensure successful programme delivery on time and within budget.
- Manage and contract with external providers/ associates who are part of the projects to achieve programme development milestone and targets.
- Establish and apply effective project management methodology across all projects.
- Engage the marketing and delivery teams to facilitate the transfer and ownership of newly developed products & services.
- To ensure quality processes are followed, including all key documentation being collected and stored in accordance with Data Protection Regulations.
- Enable accurate reporting through the consistent and timely use of the Client Relationship Management (CRM) and other data systems.
- Produce accurate and timely reports on project status, including financial aspects, to Cogent Management and Executive Teams.
- To take an active part in promoting the Cogent offer, including attending external events, and working with the Marketing team on press releases, marketing literature (including case studies and news stories) and merchandising.
- Commit to any developmental training which is aimed to enhance personal skills and continued development.

Key Performance Indicators

- Project management systems, processes and quality procedures established and maintained.
- Projects managed through to completion to agreed specification, timescales and budget.
- Excellent client feedback during and on completion of projects.
- Accurate and timely reporting of project management performance – milestones and finances.
- Fully functional and professional looking blended learning.
- Timely and seamless introduction of products to the Darlington team.

Knowledge Skills and Qualifications

- Experience of working with employers and delivery partners/providers in the delivery of development and delivery projects.
- Demonstrated project management experience.
- Demonstrated instructional design experience including use of Articulate, Moodle and other platforms.
- Experience of product development and stakeholder management.

- Experience of process safety training development and delivery in the science industries sector is desirable.
- Qualification in training desirable.
- Educated to degree level desirable.
- A self-starter with good organisational skills, and the ability to engage with people of all levels.
- A strong communicator with the ability to negotiate and motivate, resulting in positive results.
- Demonstrated advanced IT skills – MS Office and MS Project.
- Excellent speaking, listening and presentation skills, strong interpersonal skills – an effective ambassador.
- Ability to prioritise tasks and work under pressure, willing to work flexible hours in-line with business needs.
- Willing to travel to external sites and attend events out of hours.
- Understanding of the sector and skills issues.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organisation.