

CAREERS AT CERTSURE

Job Title:	Learning Experience Manager
Location:	Certsure operate hybrid working to support a positive work-life balance, which means we're flexible as to where you're located. We have two offices, one in Houghton Regis and one in Chesterfield, hybrid working allows you to work remotely with attendance at one of our offices as required, or to split your time between regular attendance at one of our offices and to work remotely.
Salary:	circa £50 – 55k plus excellent benefits
Hours:	Full time 35 hours a week We're flexible as to how we can approach this in a way that works for both you and Certsure, therefore please don't hesitate to contact us for further information, or if you'd like to speak to someone to discuss this in more detail.
Contract:	Permanent
Vacancy Number:	023/063
Closing Date:	17 th November 2023

About the role...

We have an exciting opportunity for a Learning Experience Manager to join our Organisation.

The successful candidate will be responsible for the management and growth of a team of technical course content developers and NICEIC training tutors with responsibility for the creation of engaging training programs which meet applicable technical standards and embrace teaching and learning best practice to deliver excellent outcomes for customers of NICEIC training. With a strong focus on effective teaching and learning, providing technical leadership and line management of NICEIC Training course content developers and training tutors, ensuring the knowledge and skills required for delivery meet the standards expected by Certsure LLP and users of NICEIC training products and services. In this role, the successful candidate would be working in a hybrid format from their home with the requirement to attend Warwick House, Houghton Regis or our Training Centre in Chesterfield as a proportion of the working week. More information on the hybrid working module, can be discussed with the hiring manager. Such attendance to the office, will be as required by your manager as a proportion of your working week. You'll be provided with the necessary IT equipment to support remote working.

About the company...

Certsure offers industry-leading certification services, Building Regulations schemes, and training and assessment products providing support to the construction industry.



Proudly supporting



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We are dedicated to providing professional services and certification to a wide range of customers across the building services sector. Our products and services are delivered through the marketing-leading brand NICEIC.

Quality is the foundation of everything we do and as a result, many of our products are Government-recognised and United Kingdom Accreditation Service (UKAS) approved. From the technically excellent assessors to service advisors who really “get” our customers – we are always on the lookout for talented people to join our team.

We aspire to have a diverse and inclusive workplace, and as an equal opportunities’ employer, Certsure is committed to the equal treatment of all current and prospective employees and does not condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership.

What you’ll be doing...

- Lead in the development of training materials, presentations, and assessments for use by NICEIC Training, and as required by Awarding Organisations and Certification Bodies.
- Provide leadership in driving excellence across all aspects of training product development and delivery.
- Provide on-going support and guidance to ensure that training activity is effectively delivered to meet applicable technical standards following teaching and learning best practice.
- Responsibility to ensure that observation of training and assessment activities and inspection of remote delivery venues is undertaken in accordance with agreed KPIs.
- Lead in the training and development of technical course content developers and training tutors.
- Lead on the review, management and development of technical training materials, presentations, and assessments for use by NICEIC Training.
- Provide and co-ordinate the functions of Assessor and Internal Verifier and where required External Verification of centres.
- Ensure that processes relating to assessment, invigilation and verification are applied and regularly monitored and reviewed to meet the requirements for compliance of external Awarding Organisations and Certification Bodies
- Represent NICEIC during external Awarding Organisation and Certification Body visits.
- Actively look for new products, areas of growth and methods of engagement to support revenue generation and overall department profitability.

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- Provide professional and technical advice as required to support the commercial and sales teams in the development of strong customer relationships and promotion of training and assessment services.
- In accordance with need as determined by the Head of Training, recruit additional permanent and/or associate training tutors and course content developers to respond to business demands.
- Ensure compliance with Certsure policies, quality procedures, Health and Safety requirements and that safe working practices are in place for training and assessment activities including the creation and review of risk assessments.
- Represent Certsure and its brands at meetings, forums, seminars, exhibitions, and other events.
- Attend and contribute to Certsure technical conferences.
- Undertake training / assessing duties as and when required.
- As determined by the Head of Training, oversee the recording of statistical information for analysis and management reporting. This may include information that reflects training outcomes and delegate experience.
- Undertake any other duties as required from time to time.
- Lead people in accordance with Certsure's Behaviours for Success.
- Ensure there is a talent management and succession plan in place for the team.

What we're looking for...

- Educated to HNC / HND level or equivalent in related electrotechnical or energy disciplines, with a demonstrable commitment to Continuous Professional Development and full membership of a relevant professional body.
- Cert Ed or other suitable teaching qualification or currently working towards achievement.
- Excellent knowledge of the current edition of BS 7671 the Requirements for Electrical Installations and related Codes of Practice.
- Experience of work with online and digital course development and delivery.
- Experience of line management or employee supervision.
- Relevant Assessor and IQA qualifications or be working towards achievement.
- Good communication skills with an ability to work collaboratively across all areas of the business.
- Ability to inspire and engage people, maximising their enthusiasm, commitment and ability to deliver an excellent learning experience.
- Takes ownership and personal responsibility for own learning and development.
- Ability to work independently or as part of a team.

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What we offer you...

- 25 days annual leave (pro rata for part time)
- Up to 3 flexi-days each year (pro rata for part time)
- Special domestic leave of up to 5 days each year (pro rata for part time)
- Learning and development opportunities
- Pension scheme
- Life Assurance
- Private healthcare
- Employee Discount platform
- Loyalty days
- Loyalty awards
- Employee Recognition
- Refer-a-friend scheme
- Free eye tests
- Bike loan scheme
- Company car / car allowance

Find out more about us...

Websites: www.certsure.com or www.niceic.com

Twitter: @officialNICEIC

LinkedIn: <https://www.linkedin.com/company/niceic>

Facebook: <https://www.facebook.com/NICEIC/>

Instagram: <https://www.instagram.com/officialniceic>

How to apply...

If you think this is the job for you, then we'd be delighted to hear from you!

Please send your CV and a covering letter to vacancies@certsure.com.

We're unable to respond to all applicants due to the high volumes of CVs we receive. Therefore, if you don't hear from us, unfortunately this means you've been unsuccessful on this occasion.