ROLE PROFILE

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| **Title** | Training Specialist (Training Content Development and/or Delivery) |
| **Functional Area** | Monitoring & Evaluation |
| **Reports to** | Functional Lead Working closely with the Programme Y.O.D.A Learning and Development Manager |
| **Location** | Global Hub – WokingOr Country/Regional Office-based.Employees may be based at a location where Plan International has a legal entity that hosts staff from the Global Hub and where the employee has the pre-existing right to live and work. | **Travel required** | Not initially |
| **Effective Date** | October 2022 | **Grade**  | 4 |

ROLE PURPOSE

Plan International is an independent children’s rights and humanitarian organisation committed to children living a life free of poverty, violence and injustice.

We actively unite children, communities and other people who share our mission to make positive lasting changes in children’s and young people’s lives. We support children to gain the skills, knowledge and confidence they need to claim their rights to a fulfilling life, today and in the future. We place a specific focus on girls and women, who are most often left behind.

We have been building powerful partnerships for children for more than 75 years and are now active in more than 70 countries.

Through Programme Y.O.D.A. (*Your Organisation’s Data and Analytics*), we are changing our Enterprise Resource Planning (ERP) solution; revising our processes and working practices in relation to Finance, Grants, Programmes and Projects, and Supply Chain; and have developed a new Monitoring, Evaluation, Research and Learning (MERL) solution.

As part of Programme Y.O.D.A. this role will be responsible for the development and delivery of Monitoring and Evaluation processes and systems training materials within a blended learning framework. The training input is expected to be predominantly self-paced, ensuring that learners are confident regarding relevant policies, procedures and processes, in addition to becoming familiar with new Y.O.D.A systems. Then, there will be a task-based phase, where learners will be asked to practise and demonstrate competence in the Y.O.D.A systems training environment.

This is not just another training role. This is a unique opportunity to contribute to the roll-out of an innovative project that will revolutionise the way that Plan International works. The role will be responsible for developing the training materials for Y.O.D.A., working with appropriate subject matter experts with guidance from the Learning & Development team, and progress to delivery of the training. There will be a period of time required to understand Plan International processes and systems.

The role will be responsible for supporting subject matter experts and the Learning and Development team to create training materials in support of the Y.O.D.A. deployment across over 50 Country Offices, and to play a leading role in delivering that training with support from subject matter experts and Plan International’s Learning & Development team.

DIMENSIONS OF THE ROLE

Y.O.D.A training staff are involved with both designing and developing training materials as well as delivering, communicating, evaluating and subsequently refining effective learning solutions for Plan International staff. The objective is to ensure that Plan International staff are able to use new Y.O.D.A systems and to consistently apply relevant processes and procedures as appropriate to their roles. Experience in either development of training material OR delivery of training content, relevant to monitoring and evaluation, is necessary, therefore, but experience in both would be ideal.

Specifically, the Training Specialist will be required to:

* Work with the Head of Monitoring and Evaluation, the PMERLteam and M&E specialists, as well as senior functional leaders, managers and staff from Country Offices, Regional Hubs and Global Hub to understand Plan processes and to become familiar with the Y.O.D.A. system, in order to ensure training content, methodology and delivery for the function are appropriate.
* Work with the Y.O.D.A Learning & Development team and other functional training leads to develop virtual and digital learning content for Y.O.D.A, ensuring this content aligns to Plan’s processes and ways of working.
* Coordinate and collaborate with the Y.O.D.A. Learning & Development team and subject matter experts to deliver outcome focused and quality virtual and face-to-face training, engaging staff from across the organisation in order to ensure they are in a position to carry out their functions having been appropriately upskilled in the M&E aspects of Y.O.D.A
* Learn and improve from the delivery of virtual and digital learning content for Y.O.D.A.

ACCOUNTABILITIES

**Training Content Development for Monitoring and Evaluation (Y.O.D.A)**

* Be expert in Plan International’s use of Y.O.D.A systems, to support Monitoring and Evaluation functional processes.
* Create engaging learning content and materials, including using digital methods, to support the achievement of agreed learning objectives and functional requirements, thereby ensuring staff are equipped to consistently apply relevant functional processes, procedures and best practice, and to use new Y.O.D.A systems to the benefit of Plan’s work across the globe.
* Ensure the relevance/accuracy of training materials, in the light of any business process changes.
* Set up data in the training environment for learners to be able to complete allocated tasks.
* Create content for knowledge and skills assessments (online and offline).
* In collaboration with colleagues working in other functional areas, ensure that all training materials and support documentation for Y.O.D.A are aligned and promote collaborative working.
* In collaboration with relevant Country Office, Regional Hub and Global Hub staff, ensure the design and methodology of training materials is relevant to a diverse group or learners.
* Work with the Y.O.D.A. translation manager to ensure that the training materials are translated where necessary

**Training content on the integration between the Live PMERL environment and the Live End to end Y.O.D.A environment**

* Review current set of materials that is available for M&E in the current live PMERL production environment and do an assessment of what adaptations are necessary through the introduction of the end to end Y.O.D.A. suite of tools that comprise of PMERL and D365
* Based on the review of materials, analyse the gaps and amendments needed for new materials and changes to existing materials
* Develop materials that will address the new processes that are going to be introduced due to the deployment of the end to end Y.O.D.A. suite of tools that comprise of PMERL and D365.

**Training Content Delivery for Monitoring and Evaluation (Y.O.D.A)**

* Facilitate and deliver virtual and face to face training on Y.O.D.A processes and systems to stakeholders across the organisation.
* Provide individual and group coaching to enable learners to clarify and deepen their understanding of Y.O.D.A processes and systems.
* Review and mark training tasks for individual learners, providing feedback on processes and systems used, to inform the assessment of practical learner competence in Y.O.D.A systems.
* Work with the Learning and Development team to ensure records of learning achievement are captured in the Totara Learning Management System (LMS). Capture and analyse data from learning events to support the evaluation of learner progress and organisational capability.
* Plan, facilitate and deliver trainings on appropriate functional systems to stakeholders across the organisation (specific assigned locations).
* Use learning acquired from training sessions and interaction with learners to develop Y.O.D.A FAQs and additional learner guidance/support.
* Provide regular progress reports, updates on training, and end of training reports. Support and encourage regional/country leadership to drive engagement with training and training completions.

**Safeguarding Children and Young People, and Gender Equality and Inclusion**

* Ensure that Plan International’s global policies for Safeguarding Children and Young People and Gender Equality and Inclusion are fully embedded in accordance with the principles and requirements of the policy, including relevant Implementation Standards and Guidelines as applicable to their area of responsibility. This includes, but is not limited to, ensuring staff and associates are aware of and understand their responsibilities under these policies and Plan International’s Code of Conduct (CoC), their relevance to their area of work, and that concerns are reported and managed in accordance with the appropriate procedures.

KEY RELATIONSHIPS

* Functional Lead and Business Process Owners in M&E, Project Management, Grants, Finance and Supply Chain
* Learning and Development Manager and teams (Y.O.D.A)
* Y.O.D.A Programme Management Office and project managers
* Training Specialists (Y.O.D.A) working across other functional areas
* Global Hub, Country Office and Regional Hub staff

TECHNICAL EXPERTISE, SKILLS AND KNOWLEDGE

**Essential knowledge and skills**

* A strong communicator, both in written and spoken communications
* Experience in the design and development AND/OR the delivery of training for Monitoring and Evaluation in the Development/Humanitarian sector
* Knowledge of monitoring and evaluation processes, practice and methods
* Experience in developing digital learning materials (e.g. videos, eLearning, downloadable reference guides) AND/OR facilitation skills and experience – including both face-to-face and virtual facilitation
* Ability to work quickly, accurately and independently
* Consultative skills
* Well-organised with the ability to manage multiple priorities
* Working level of competency in MS Office (particularly Word, PowerPoint and Excel)
* Working level of competency in a virtual meeting/training tool (e.g. MS Teams, Blackboard Collaborate, Webex)
* Application of diversity and inclusion principles within training
* Awareness and experience of working with other cultures

**Desirable Knowledge and skills**

* Knowledge of Salesforce
* Working level of competency in digital learning tools (e.g. a learning management system such as Totara, e-learning software such as Captivate/Articulate)
* Experience of partnering with others to create engaging, quality training materials
* Experience of delivering systems training including working with a system training environment (enabling learners to practise safely before using the live system)
* Experience of working in the international non-government organisation (NGO) or Not for Profit sector
* Proficiency in French and/or Spanish

It is intended that, where appropriate, the training content developers will progress to delivery of the material they have helped produce. Although it would be an advantage, it is not essential for the role holder to have previous experience of both activity streams – at least one will be essential.

Plan International’s Values in Practice

**We are open and accountable**

We create a climate of trust inside and outside the organisation by being open, honest and transparent. We hold ourselves and others to account for the decisions we make and for our impact on others, while doing what we say we will do.

**We strive for lasting impact**

We strive to achieve significant and lasting impact on the lives of children and young people, and to secure equality for girls. We challenge ourselves to be bold, courageous, responsive, focused and innovative.

**We work well together**

We succeed by working effectively with others, inside and outside the organisation, including our sponsors and donors. We actively support our colleagues, helping them to achieve their goals. We come together to create and implement solutions in our teams, across Plan International, with children, girls, young people, communities and our partners.

**We are inclusive and empowering**

We respect all people, appreciate differences and challenge inequality in our programmes and our workplace. We support children, girls and young people to increase their confidence and to change their own lives. We empower our staff to give their best and develop their potential.

PHYSICAL ENVIRONMENT

Typical office environment / Working from home

Strong internet connection required for virtual sessions

LEVEL OF CONTACT WITH CHILDREN

Low contact: No contact or very low frequency of interaction