All correspondence to:
The Breastfeeding Network
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Vacancy Reference: BfN2022/52

Job Description: Online Training Developer

Background of post

The Breastfeeding Network offers various training courses, the majority of which are accredited by OCN London, which have traditionally been delivered face to face. However, the pandemic accelerated our move towards online delivery and we have now developed two completely online courses and a version of our other courses available for online delivery. This has given us advantages in being able to continue training throughout the pandemic but also in being able to reach new areas and new groups of people looking to train with us. As face to face training starts to resume, we are looking to retain and further develop our options of online and blended training formats.

We are therefore looking for someone to support this exciting next stage in the development of our training. We want to build on previous success and make our online training the best it can be to complement our programme of accredited, well regarded training courses.

You will be working to provide support to the training development team, tutors and trainees. This will include supporting staff and trainees in their use of the BfN training site (Moodle) and other online learning systems as appropriate. In addition, you will be responsible for working with the training development team to further develop our offer of online learning in line with the training strategy.

Main duties

- Support the development of all training courses for online delivery, to include distance, blended and face to face learning
- Use Articulate 360 and Rise 360 in addition to Moodle to create high quality, engaging e-learning content suitable for the intended audience
- Project manage the development of new e-learning courses including scoping, specification, development, review, testing and sign-off
- Support the piloting of new courses, provide dedicated support to the course tutors and to learners, gather and review feedback and make adjustments to the course as and when required
- Review and evaluate all courses using 360 feedback from all parties and prepare reports to the management team and the Board
- Work with the Training Development Manager, Internal Moderation lead and Information and Policy Officer to ensure that all content is consistent across all formats, current and evidence-based
- Work to improve the Moodle environment to deliver a standardised, professional, appealing and user-friendly interface for all trainees and tutors
- Work with the Training Development Manager and the Lead Internal Moderator to develop online assessment logs that meet the requirements of OCN accreditation and support the internal moderation process
- Build and restore new courses in Moodle and ensure availability to enable all courses to start on time
- Assist with adding trainees to courses as and when required
- Provide remote support to central staff, tutors and trainees across BfN regarding the use of Moodle

- Work with the Tutor and Supervisor Coordinator and support the delivery of training sessions to tutors on the use of Moodle and other online learning technologies

Planning, Organisation and Communication
- Ensure understanding (through training) and compliance with BfN policies on Equality and Diversity, Malpractice and Maladministration, Health and Safety, the Code of Conduct, Information Governance and IT
- Ensure training complies with the WHO Code, Baby Friendly Accreditation standards and is based on NICE guidance for peer support
- Ensure compliance with brand guidelines across all BfN training materials
- Ensure that the BfN information policy is adhered to when developing or reviewing training
- Provide regular updates and reports to the Central Support Manager
- Attend regular team meetings to connect with colleagues and ensure good communication is maintained across a remote team

Analysis and Data Management
- Be accountable for overall monitoring and evaluation of the online training course programme
- Help assess the effectiveness of the training

Equality and Diversity
- Understand and use the BfN Equality and Diversity Policy when developing training
- Ensure that training and personal practice supports equality and values diversity
- Fully consider the accessibility aspects of all training materials and delivery methods in order to maximise the training opportunities of women, parents and others regardless of background

Health, safety and conduct
- Follow Health and Safety guidelines and ensure all activities take Health and Safety guidelines into consideration
- Undertake a proactive role in the management of risks in compliance with the Health and Safety at Work Act 1974 and subsequent legislation, including:
  1. reporting all incidents, near misses and hazards in line with the BfN significant event reporting system
  2. undertaking a statutory duty of care for your own personal safety and that of others
  3. attending statutory health and safety training as required
- Adhere to BfN Safeguarding Policies

Person Specification: Online Training Developer

Please refer to this document carefully when completing your application form and preparing for your interview. You must demonstrate how you meet the criteria on your application form.

Qualifications	Essential	Desirable
HNC or HND in a relevant subject, or equivalent qualifications/certification, plus considerable experience in a relevant role(s) *OR* Broad substantial relevant experience demonstrating general knowledge of e-learning and development	✓	
BfN Helper, Supporter, Supervisor or Tutor training or equivalent breastfeeding peer support training		✓

Experience and Knowledge	Essential	Desirable
Experience of building high quality online training using Moodle or other similar LMS	✓	
Skills in using Articulate 360 and Rise 360 to develop engaging e-learning content to meet the needs of different audiences	✓	
Knowledge of Zoom and MS Teams and how they can be used to deliver training and support trainees remotely	✓	
Personal experience of breastfeeding as a parent and/or a good understanding of what is important for peer support to be effective		✓
Experience of building accredited courses and meeting the requirements of awarding bodies		✓
Experience of project management		✓
Experience of working with diverse ethnic and social groups	✓	
Understanding of accessibility and how this relates to training	✓	
Ability to understand the needs of different audiences and to adapt online training accordingly	✓	
Knowledge of importance and application of the BfN Code of Conduct with regards to peer support		✓
Understanding of the WHO Code and how this applies to training		✓
Knowledge of the BfN Equality and Diversity Policy	✓	
Experience of report writing	✓	
Experience of providing clear and constructive feedback	✓	
Recent experience of delivering or completing BfN Helper and/or Supporter training		✓

Skills and Abilities	Essential	Desirable
Ability to write clearly and concisely in English	✓	
Ability to organise and manage a variable workload independently Ability to work effectively within a partnership and as part of the wider BfN team	✓	

Skills and Abilities	Essential	Desirable
Ability to collaborate constructively and diplomatically in order to maintain quality and improve course standards	✓	
Ability to select the most appropriate training method to deliver course content i.e. Moodle, tutor-led or e-learning	✓	
Ability to work with people from different cultures and backgrounds sensitively	✓	
Understanding of GDPR and how it applies to online training	✓	
Ability to maintain defined standards of confidentiality with regard to trainees and tutors	✓	
IT skills including Office 365, Microsoft Word and Excel to intermediate standard, email and internet.	✓	
Ability to evaluate and interpret feedback, adapt courses as needed and to develop suitable recommendations	✓	
Ability to attend closely to detail when assessing work, keeping records and writing reports	✓	
Awareness and commitment to equal opportunities	✓	
Access to internet to allow regular access to Office 365 and the BfN training site	✓	
Ability to travel to meet with other members of the team or to meet online within normal working hours	✓	