



## **Job Description**

**Job Title:** eLearning Project Manager  
**Location:** London – Holloway Road  
**Reports To:** Head of Instructional Design and Development  
**ROLE OVERVIEW**

This role sits within Kaplan's Instructional Design and Development (IDD) team, which is responsible for creating all of the online learning resources used by Kaplan's students of professional examinations. IDD consists of three teams: Development, Instructional Design and Audio Visual (AV).

We are a close and supportive team, but since we create and maintain a suite of several thousand learning resources, at times it is very fast-paced, and it can be pressured when deadlines are close.

The Project Manager's main purpose is to coordinate the production teams (AV, Development, Instructional Design and Content Specialists), to create interactive content and develop assessments and other media that meet Kaplan requirements, exceed expectations and is delivered to schedule and budget.

## **PRINCIPAL RESPONSIBILITIES**

### **Key Responsibilities**

- Implement accepted project management methodologies
- Manage and deliver multiple digital design and development projects
- Liaise closely with key stakeholders to ensure that projects are scoped and agreed
- Proactively manage projects and act as a central point of contact for directors, and production team members throughout the project lifecycle
- Manage development activities in accordance with identified parameters (timescales, costs, quality tolerance, etc.)
- Ensure resource is planned in advance and resource planner is kept up to date
- Manage the resources assigned to the project
- Plan fortnightly team sprints
- Ensure that appropriate documentation is produced and maintained for all projects including project overview, project plans, reports, meeting notes and project budget trackers
- Maintain detailed records of the progress of current projects
- Facilitate project meetings, during the project lifecycle
- Proactively manage changes or movement in scope, identify risks, and devising contingency plans
- Effectively communicate and continually manage expectations of team members and stakeholders in a clear and timely fashion and hold daily and weekly briefing sessions for your team
- Ensure the progress of all developments is transparent and reported to the relevant people
- Implement industry wide regulations and standards in relation to developments
- Liaises with Content Specialists (i.e. Subject Matter Experts) who develop content for learning and assessment
- Manage freelance Content Specialist resource
- Assists the team, when needed, across all aspects of course creation (from content development to graphics design and production)
- Working knowledge of virtual learning environments and learning management systems
- Monitor production quality
- Undertake any other duties that may be reasonably requested by line management



**Person technical specification:**

**Essential**

- Proven track record of project management within the elearning industry or equivalent
- Excellent face-to-face and written communication skills
- Excellent listening skills
- Work in a methodical and organised manner, good time management skills
- Good Microsoft Office skills
- Work under pressure to tight deadlines
- Be part of the team
- Ability to work individually without supervision
- Self-motivated and proactive
- Promote a positive working environment
- Excellent attention to detail
- Project managements certificate e.g. Prince2, PMI certified or equivalent, Agile
- At least 2 year's proven experience in project management
- People management skills

**Desirable**

- Educated to degree level or project management experience in a web-based or academic environment
- Experience of online learning, learning management systems or virtual learning environments such as blackboard or Moodle
- Experience using agile project management
- Experience using Smartsheets
- Previously has management-level responsibility in a product development/ digital production environment within the online or elearning sector



## **COMPETENCIES**

### **A. Leadership**

- Demonstrates passion and enthusiasm
- Builds trust with internal and external customers
- Communicates personal and business perspective and value
- Commercially aware

### **B. Communication**

- Articulates a clear and compelling message
- Uses business communication skills and etiquette
- Influences, persuades and negotiates effectively
- Listens and inquires (vs. advocates)
- Communicates assertively and with confidence
- Facilitates effective meetings

### **C. Results focus**

- Targets and achieves results
- Sets challenging goals
- Prioritises tasks
- Overcomes obstacles
- Accepts accountability

### **D. Problem Solving and Execution**

- Plans and executes projects effectively
- Establishes standards and measurements
- Is able to change priorities and tasks in quick time
- Manages risks and issues in a proactive manner
- Holds self-accountable for problems in own area of control

### **E. Change Agent**

- Adjusts priorities to changing situations
- Demonstrates organisational agility and versatility
- Embraces innovation