

LEARNING & DEVELOPMENT CO-ORDINATOR (JHB based)

THE CLICK FOUNDATION

The Click Foundation is a fast growing organisation that uses technology-based solutions to impact education for individuals. We have been operational since 2012 and have reached over 50,000 learners with online literacy and Maths programmes. The programme runs predominantly in primary schools across South Africa. We aim to expand rapidly with a goal of 1million learners by 2022 and need to bolster our learning and development as well as regional operations in the Cape and Gauteng.

www.clickfoundation.co.za

JOB DESCRIPTION IN BRIEF

- Reporting directly to the Learning and Development (L&D) Manager, the organisation requires an individual to support and bolster Learning and Development as well as play an active role in operations and growth.
- The Learning and Development Coordinator provides administrative support, conducts learning interventions, coordinates clustered trainings, conducts quality assurance visits and forms a vital link between L&D and Operations in the organisation.
- The role requires strong administrative skills to support L&D in liaising, arranging and communicating learning interventions with schools while coordinating diaries of L&D team members for learning interventions according to the L&D plans or as a learning and development need arises.
- The coordinator will maintain all L&D records. Preparation and collation of L&D materials and stationery, in advance of operational launches or other learning interventions is the responsibility of the coordinator according to the requirements of Operations and Learning and Development.
- The individual conducts learning and development sessions for facilitators as well as for educators within the schools according to the needs of L&D and operational team requirements.
- Delivery of presentations to third parties may also be required.
- This role will be required to support development and delivery of not only external but internal learning interventions.
- From time to time assessments may need to be conducted within schools or support needs to be provided during the role out of online assessments.
- Quality assurance within the environments is also conducted within this role and involves immediate remedial action by means of an L&D intervention while on site.
- The role will also include other ad-hoc work within both L&D and Operations, that will arise from time-to-time.

KEY PERFORMANCE AREAS

- **Delivery of Learning Interventions**
- **Quality Assurance**
- **Administration** including maintenance of L&D records
- **Communicating and Coordinating** L&D Sessions, other interventions or information dissemination
- **Collaborating and Communicating with the Operational Team**
- **Relationship building** with key stakeholders including mentoring of facilitators and educators
- **Reporting of Challenges** within environments to L&D and Operations
- **Maintain Records**
- **Reporting on Delivery of Learning Interventions** timeously and accurately.
- **Relationship building** with key stakeholders including facilitator and educators
- **Ad-hoc Administrative Tasks**
- **Ad-hoc Conducting of Assessments** within schools

RESPONSIBILITIES

Delivery of Learning Interventions

- Collaborative and effective delivery of learning interventions of varying topics and skills for the development of facilitators and educators or internal staff members
- Provide learning and development sessions according to the L&D plans and Operational launches and these could take the form of one-on-one sessions, group or cluster trainings to facilitators or educators
- Provide ad-hoc training according to a need that arises and for remedial purposes
- Provide refresher training to ensure efficient running of the programme within environments
- Development of facilitators/educators to facilitate programmes, introduced by the Click Foundation, in the most efficient and effective way to fast track the development of learners
- Development of facilitators and educators regarding their own professional learning journey

Reporting, Quality Assurance and Moderation & Evaluation

- Reporting on L&D responsibilities
- Reporting on all assigned tasks will be required by both the operational and L&D direct reports. The responsibility of this coordinator is to support the team in ensuring operational as well as L&D excellence and to build and maintain strong relationships in all environments
- Conduct Quality assurance visits within the environments
- Escalate any challenges and L&D needs to L&D and Operational Leads
- Ad-hoc reporting will be expected on L&D interventions
- Collation of required documentation and data maintenance at various intervals. As we expand we need to make sure we get demographics in the correct format from each school. Role will support the facilitators in getting this to Click timeously and correctly
- Analytical Critiques of province, district, school and learner statistics.
- Applying swift remedial action in collaboration with the Operations team
- Coordinate any L&D related surveys
- Analysing of reports, regular project evaluation and regular feedback to Head Office
- Assisting with any assessments that may be undertaken one to one with learners

Communication and Co-ordination

- Organising L&D sessions according to annual L&D plans
- Answer queries or requests for assistance related to L&D for facilitators and educators in environments
- Communicating and coordinating L&D Sessions with schools according to L&D plans, ad-hoc interventions and operational launches
- Coordinating events according to team members' calendars and sending invitations to calendars
- Coordination of venue and refreshments when necessary for L&D occasions or sessions
- Coordinate eLearning courses by assisting with communiques for registration and dissemination of logins alongside the operations team
- Working closely with the operational team to drive the objectives of the foundation
- Disseminate and Collate upon completion all L&D questionnaires such as the intervention feedback
- Disseminating L&D information or communiques to environments, the Click Team and Head Office as requested

Administration

- Maintain records of:
 - L&D sessions conducted in different learning environments to support and reflect accurate L&D costing and fulfilling of annual L&D planned sessions
 - Attendance for principal or other presentations
 - Registers containing details of facilitators or educators who have attended L&D sessions
- Monitor, maintain and reflect on information gathered in L&D Google Forms and action where necessary
- Draw information from Operational Google documents for L&D purposes
- Follow up on internal project tools on all deliverables and milestones
- Support maintenance of environment, facilitator, principal and educator details
- Printing and preparing of materials for L&D sessions and launches



Relationship building

- The role will include mentoring of facilitators and the providing of learning interventions and communication to ensure that they can run the program effectively
- Supporting operations and L&D in developing strong relationships and communication structures with school Principals, Foundation Phase Heads, Educators, E-Learning Advisors and facilitators
- Professionally represent the Click Foundation at relevant meetings, events and presentations

PERSONAL LEARNING AND DEVELOPMENT

- From time-to-time Click might introduce new programmes and you will need to up-skill on the programme and be able to offer learning interventions to environments once upskilled.

OTHER

- There will be other requests asked of the individual outside of the responsibilities outlined. Responsibilities could be altered as the organisation grows and depending on the skill set of the appointee.

QUALIFICATIONS AND WORK EXPERIENCE

- Matric certificate
- Strong presentation skills and experience in delivering learning interventions and presentations essential
- A further qualification enabling the candidate to deliver learning interventions to adults will be advantageous
- Good organisational and communication skills
- Good administrative skills, including diary management
- Good command of the English language
- A sound knowledge of technology
- Excellent computer skills – basic to intermediate knowledge of Excel, Word and PowerPoint is essential
- Attention to detail
- Ability to design and create material will be advantageous

PERSONAL ATTRIBUTES

- Solution orientated, innovative and creative in the approach for finding solutions
- Ability to work under pressure, think on their feet and take initiative
- Flexible and able to multi-task: can work within an ambitious, fast moving environment, whilst also driving towards clarity and solutions; demonstrating resourcefulness in setting priorities and guiding people and systems
- Willingness and openness to learn new things
- Collaborative working style
- Open communication and availability via cell phone
- Honest and trustworthy
- Passionate about making a difference in the lives of young learners using technology
- Valid driver's license and own transport essential – willingness to travel overnight to other provinces, rural areas and townships

CONTRACTUAL OBLIGATIONS

The role will include a 3-month probation period which allows either party to terminate the contract with immediate effect with written notification. Thereafter the contract will assume a full-time obligation. Termination will require a full month's calendar notice. The candidate will be required to travel to and from identified environments, so own transport is essential. At times you may be required to travel to other provinces.

Based at 90 Grayston Drive, Sandton, when working from the Click Foundation Office in Johannesburg.

Salary offered R16,000.00 – R25,000.00 dependent on qualifications and experience.

To apply, submit a CV and covering note to helen@clickfoudnation.co.za

Closing Date: 15 July 2018

