

National Adult Literacy Agency

eLearning Engagement Officer – Information Booklet

Apply by Friday 13 August 2021 at 5pm

Starting salary for the position will range from €31,266 to €46,780

Overview

The National Adult Literacy Agency (NALA) is recruiting an eLearning Engagement Officer. This full-time position will help us improve learners' experiences and outcomes on our online learning platform, [Learn with NALA](#).

The eLearning Engagement Officer will play an important role in progressing important online learning projects in our Innovation Team.

The ideal candidate will have:

- at least three years' experience in online learning / eLearning with a relevant third-level qualification, and
- excellent project management, problem solving, collaboration and organisational skills.

To apply for this position, please send us your **CV and a cover letter** to recruitment@nala.ie **before 13 August 2021 at 5pm.**

The National Adult Literacy Agency is an equal opportunity employer.

At the moment, we do not need the assistance of recruitment agencies.

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Background information

About NALA

The National Adult Literacy Agency (NALA) is a registered charity. We are committed to ensuring that adults with unmet literacy, numeracy and digital literacy needs can fully take part in society. According to the last international adult literacy survey, one in six people has an unmet literacy need in Ireland. One in four people has an unmet numeracy need.

Unmet adult literacy and numeracy and digital literacy needs have devastating consequences for individuals, communities and the economy. People at the lowest literacy and numeracy levels earn less income, have poorer health and are more likely to be unemployed.

Since we were set up by volunteers in 1980, we have been a leading campaigning and lobbying force on adult literacy issues. We have been involved in national policy, tutor training and developing teaching resources, as well as doing research and campaigns to support people with literacy and numeracy difficulties. See www.nala.ie for more information.

About the role of eLearning Engagement Officer

Our programmes for learners are aligned with and accredited by [Quality and Qualifications Ireland \(QQI\)](#). We are Ireland's biggest provider of learning opportunities to adults between level 1 and 4 on the [National Framework of Qualifications](#). Since 2008, we have supported over 10,000 adults in Ireland to develop their literacy, numeracy and digital literacy skills online. Learners have achieved over [40,000 QQI awards](#) through NALA in that time.

Context of the role in terms of our vision

NALA's vision for its online learning offering, [Learn with NALA](#), is to deliver online and blended learning opportunities to:

- adults with unmet literacy, numeracy and digital literacy needs;
- practitioners in adult education as part of their professional development;
- further education centres across Ireland to use in a blended learning context to support adults with unmet literacy, numeracy and digital literacy needs; and
- organisations to support training needs in the areas such as literacy awareness, plain English and health literacy.

Since 2019, we have transferred 34 online learning courses for learners from our old online learning platform, Writeon.ie, to a new online learning platform, Brightspace from Desire2Learn (D2L).

What the role involves

The eLearning Engagement Officer will play a pivotal role in developing and growing the capabilities of [Learn with NALA](#). If you get this role, you will:

Lead core work

You will lead on creating and implementing learner engagement and development plans for this platform. The learner engagement and development plans will enhance the platform's performance through:

- Making data-informed decisions and developing plans based on data gathering, analysis, reporting and the creation and management of overview reports.
- Enhanced learner engagement, experience and success (learner journey mapping, learner engagement, outreach and support pilots, testing and impact measurement).

Support colleagues

You will support colleagues in developing and migrating content for online learning.

Creatively develop the platform

You will develop innovative ideas to solve problems as well as refining and rethinking approaches to developing digital content. This will require you to keep up to date with emerging and innovative educational technologies.

Report and manage

The role also involves:

- Reporting to the Innovation Manager in planning and managing projects.
- Managing external contractors to meet project outcomes.

Complete other relevant tasks

You will also need to complete other relevant tasks such as:

- providing regular updates to key NALA staff;

- providing data and statistical evidence;
- preparing and facilitating training and presentations;
- liaising with NALA staff; and
- other duties as assigned.

The person we are looking for

The person we are looking for must have the following personal attributes, experience, education and skills for us to call them for interview. It could be you!

Personal attributes

You must be:

- a motivated team player
- passionate about learning, technology and literacy.

Essential education, experience and skills

Essential education

You need to have a:

- Bachelor's degree or equivalent in a relevant field such as information technology, digital education, user experience (UX), data analytics or eLearning.

Essential experience

You need to be proficient with at least one learning management system such as Brightspace **and** have:

- Over 3 years' experience in a user experience (UX) or similar role.
- Experience of researching, gathering data and implementing data-driven decisions on online user experiences.
- A working knowledge of audio and video editing and animation tools.
- A good understanding of accessibility and how to build content that meets accessibility requirements and Universal Design principles.

Essential skills

You also need to have:

- Excellent IT skills with competency in Microsoft Office (Word, Excel and Powerpoint).
- Excellent time management and project co-ordination skills.
- Strong problem solving and critical thinking skills
- Strong information analysis and design skills

- Strong communication and collaboration skills to interact effectively and professionally with NALA and external colleagues and organisations.

It would be nice if...

And, while **not essential**, we would also like if you were:

- Familiar with eLearning development packages such as Articulate 360 and experienced in using native authoring tools.
- Familiar with the design and building of interactive multimedia for web-based learning.
- Proficient in SQL.
- Proficient in HTML, CSS and JavaScript.

Please note, you must also be in a state of health such that we could reasonably expect you to do the role in a regular and efficient way.

Our recruitment process

The National Adult Literacy Agency is recruiting for this position.

Please email any questions to recruitment@nala.ie or call us on 01 412 7900.

How to prepare to apply

To give yourself the best chance of being selected for interview, you must show us

- in your CV and cover letter that you are the person we are looking for as detailed on pages 7 and 8.

How to apply

You should email a **current CV and cover letter** with the names and contact details of two referees to recruitment@nala.ie (NALA will not contact your referees without asking you first.)

When to apply by

You need to apply before 13 August 2021 at 5pm.

What happens after you apply?

We will acknowledge your application.

We will acknowledge all applications. If you do not receive an acknowledgement within 5 days of applying, please email recruitment@nala.ie.

You must meet the essential points listed under 'Person we are looking for' on page 7 and 8 and if you have the desirable 'it would be nice if' experience then all the better!

We will study and select applicants for interview

The selection process may include shortlisting on the basis of your CV and cover letter and will include an interview.

Our panel will shortlist candidates for interview. They will do this based on an examination of CVs and Cover Letters as assessed against those criteria on page 7 and 8.

We will write to tell you if you were shortlisted to be interviewed.

We will write to you by email if you are shortlisted, we may need you to send us further information before the interview.

What happens at interview?

If you are called to interview, you will be interviewed by a panel. We will focus on how you meet the requirements on page 7 and 8, including your career and experience to date. We may call you for a second interview and or ask you to complete a **short task-based test**. If we do this, we will send you further information about the task before the interview.

Note: We expect that interviews will be held on the week beginning 30 August 2021. We will tell you about interview dates and arrangements at the earliest opportunity. It will be your responsibility to make yourself available for interview as advised.

If called for interview and you don't attend

If we do call you to an interview and you do not attend you will have no further claim for us to consider your suitability for the role of eLearning Engagement Officer.

What happens after interview?

If you are successful we will contact you as soon as possible after the interview. We will also contact all unsuccessful candidates.

If you were not selected for the role, you can ask us for feedback after interview. We will be happy to provide written feedback.

Confidentiality

We value your personal information and we promise to keep it as confidential in accordance with the Data Protection Acts 1988 to 2018.

Canvassing will disqualify.

Summary of conditions of service

Title: eLearning Engagement Officer

Reports to: Innovation Manager

Pay

The starting salary for the position will range from €31,266 to €46,780. This range is linked to the 2020 General Civil Service Administrative Officer Scale. The successful applicant can progress on the scale so long as their performance is satisfactory and NALA has sufficient financial resources.

Length of contract and probation

We are offering this post initially on a 12-month fixed term basis. There is a probationary period of 6 from the date employment starts. Renewing a contract is based on satisfactory performance and NALA's financial resources.

Place of work

The successful candidate will be based in the National Adult Literacy Agency, Sandford Lodge, Sandford Close, Dublin, with opportunities for remote working.

Due to current COVID-19 restrictions, the post may be on a remote working basis.

Hours of work

The successful candidate will be expected to work **35 hours per week**.

Annual leave

Annual leave will be 22 days a year.

Other benefits

- Privilege days at Christmas and Easter
- TOIL (Time off in lieu)
- Additional day of annual leave for each year of service
- Access to NALA's Personal Retirement Savings Account (PRSA) scheme on joining

and pension scheme with 10% employer's contribution after two years of service

- Training and development assistance for courses relevant to the role.

Duties

The successful candidate must perform any duties appropriate to the position which may be assigned from time to time. The position is full-time and the successful candidate may not engage in private practice or be connected with any outside business which would interfere with their official duties as eLearning Engagement Officer.

Important notice

The above represents the principal conditions of service. Do not take them to be a comprehensive list of all terms and conditions of employment. The full list will be set out in the employment contract to be agreed with the successful candidate.

Thank you for your interest in this post. If you think you have what we need, please send us your CV and a cover letter.