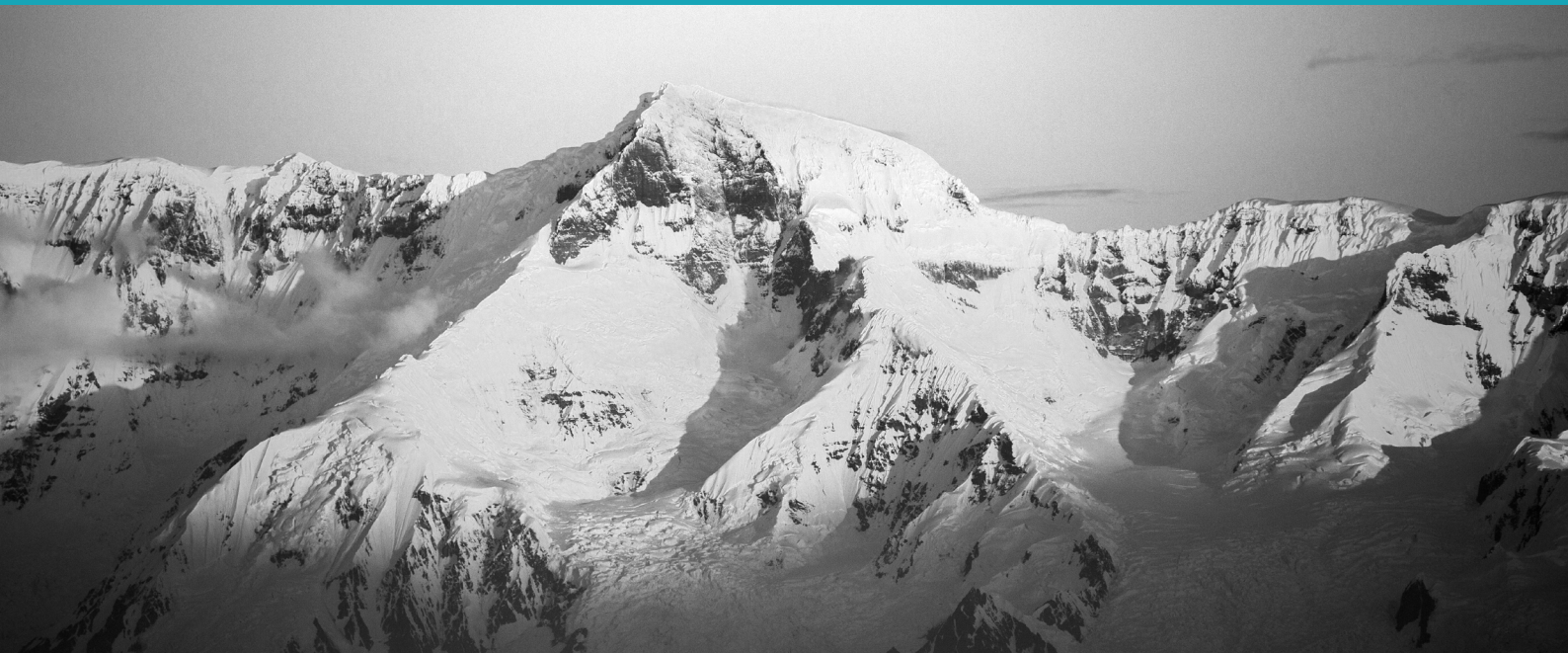# Digital Solution Manager

Background

Impact is a global people development company that uses experiential learning to transform business performance. Our work is focused on supporting the learning and development needs of large global businesses through our network of 17 offices across the world.

The world of organisational learning is being transformed by technology. Impact have developed our own learning software called air which is designed to help us deliver our experiential learning methodology virtually.

What we offer

- A pleasant working atmosphere in an international team
- Due to the diversity of our projects in terms of scope, basic technology, innovation share and team size, we can provide you with variety and respond to your own professional and personal development needs.
- The ability to obtain certifications and attend conferences.
- A regular exchange on best practices, new developments in IT and also overarching topics - both in the team as well as company-wide.
- Your work-life balance is important to us, so we offer flexible working hours and the opportunity to work remotely
- A regular exchange on best practices, new developments in IT and overarching topics - both in the team as well as company-wide.
- A friendly workplace, equipped with the latest tech and free drinks (water, coffee, tea, beer) and fruit.
- Our corporate culture includes plenty of opportunities for socialising, including company parties, team events and outside events such as user groups

A full list of benefits is attached to this job description.

Salary is negotiable but a very competitive rate for the right person.

This is a permanent position – part time will be considered for the right applicant. Full time is preferred.

Our **hours of work** are Monday to Friday, 9am to 5pm.

Our office is located at **Cragwood Country House Hotel, Windermere, LA23 1LQ.** Flexible working hours and days from home are considered.

To apply please send a copy of your CV, including any recent work examples to:

Julie Robinson
julie.robinson@impactinternational.com

IMPACT

Pupose of role

A Digital Solutions Manager is in post to ensure that our digital solutions are delivered effectively to meet our clients' needs.

The post holder is responsible for working at the intersection between our clients, our participants (the learners), our learning designers/facilitators, our programme managers and our client service teams.

Digital Solution Manager

As a Digital Solutions Manager, you will be responsible for managing a portfolio of global digital learning solutions.

Here's some stuff we'd like you to be brilliant at:

- Have excellent planning and organisational skills to ensure team deadlines are met.
- Understand the importance of project plans/schedules and holding key team members to account.
- Proficient in the use MS Office (Smartsheet, MS Word, Excel, PowerPoint, in particular).
- Happy to be challenged by a fast-paced role and manage multiple projects to tight deadlines.
- Able to demonstrate a creative approach to problem solving.
- Excellent written and verbal communication skills.
- Organisational skills with the ability to multi-task is a must.

Key responsibilities

- As a Digital Solution Manager, you will manage multiple digital learning solutions hosted on Impact's app, air.
- Be a key member of our Client Service Team's ensuring that we exceed client expectations in the delivery of our solutions.
- In partnership with the Programme Manager you will oversee the resourcing of the delivery team, establish roles and responsibilities within the team, set project deadlines and manage project schedules using a project management tool called Smartsheet.
- Maintain an overview of the solution design and delivery process in order to ensure that we are meeting client expectations and providing high quality learning experiences to our participants.
- Uploading consultants' bespoke written content to air and assigning agreed release dates and notifications.
- Providing technical support at programme launch events, virtually or face to face, when required.
- Ensuring the launch of air solutions are on time.
- Tracking the progress of participants throughout their learning journey and levels of engagement with the application, summarising data and producing reports to present back to the CST/client.
- Recording and tracking time against costing sheets/budgets.
- For more detailed digital learning journeys, you will monitor participants engagement with their peers in the air chat system. Feeding back topics and conversations to facilitators and the Lead Consultant to inform the future design of the solution.
- Provide an 'Impact presence' in chat, if required, provide basic facilitation following guidelines of the lead consultant.
- Where the inbuilt coaching scheduler is used, you will oversee and manage this process and ensure the smooth co-ordination of coaching calls.
- Regularly feeding back to the CST with suggested solution design updates, based on participant feedback and observations.
- Provide support to the air Help Desk agents and in-house software development team, responding to programme related questions quickly and efficiently to keep within our contracted Service Level Agreements (SLA'S).