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| A | **Post Details** | | | |
|  | Job Title: | Product Manager | Function: | HR |
|  | Location: | London/Kent | Unique Post Number: |  |
|  | Reports To: | Senior Digital Learning Manager | Grade:MG1 |  |
| B | **Purpose of the Job** | | | |
|  | You will take the lead on the scoping, development and implementation of multiple digital platforms across the business. You will be accountable for overseeing and becoming the technical expert in the operation of the current eAssessments platform within the training team. You will also be responsible for extending the use of and embedding eAssessments across other functions.  You will be collaborating with the training department and taking the lead to ensure the efficient use of the recently launched Train Driver Academy LMS. You will also need to build strong relationships with stakeholders, and work alongside them and our suppliers to scope out and implement required improvements to the LMS, at an industry level.  You will assist in overseeing the daily running of our established LMS, SE Learning Space, and support future improvements.  The role is to improve the learner experience and create efficiencies across the business through the use of digital platforms. | | | |
| C | **Principal Accountabilities** | | | |
| C1  C2  C3  C4  C5  C6  C7 | Manage internal and external stakeholder relationships regarding digital platforms.  Create and manage project plans to fully implement the rollout of eAssessments across other functions and the development of the Train Driver Academy LMS.  Provide technical support and train colleagues with using software to ensure they confidently embrace and can fully utilise the digital systems.  Support on other digital strategy projects e.g. introduction of a new course booking system.  Support with LMS queries, generating reports, and uploading eLearning.  Create and implement new processes regarding LMS and eAssessment management.  Create and upload eAssessments and fully utilise the support available. | | | |
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| D | **Safety Responsibilities** | | | | |
| D1 | This post is required to undertake SAFETY CRITICAL WORK | Yes |  | No | ✓ |
| D2 | This is a KEY SAFETY POST | Yes |  | No | ✓ |
| D3 | This post requires SECURITY CLEARANCE | Yes |  | No | ✓ |
| D4 | The job requires competence in PERSONAL TRACK SAFETY | Yes |  | No | ✓ |
| D5 | This job has SPECIFIC SAFETY RESPONSIBILITIES (if Yes see section D6 below) | Yes |  | No | ✓ |
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| D6 | The post holder has the following specific safety responsibilities: | | | | |
|  | None | | | | |
| E | **Decision making Authority** | | | | |
| E1 | Prioritising own workload. | | | | |
| F | **Most Challenging and/or Difficult parts of the role** | | | | |
| F1  F2 | Managing stakeholder relationships.    Change management: introducing new, advanced systems and ways of working. | | | | |

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| G | **Person Specification** | | | | |
|  | Southeastern aims to recruit people not just for jobs but for long term careers. We want good quality, talented people with the right attitude who will stay with us. For these reasons we look for evidence of Southeastern values in all potential staff and our existing staff looking for promotion along with the particular experience/knowledge, skills and behaviours relevant to the position applied for. These are We care passionately about people  * + we put ourselves in our passengers’ shoes to do what’s right for them   + we support our colleagues to be, feel and do their best   + we love the places we serve and do our bit for our communities and environment  We aim to be the best  * + we move with pace, we’re agile and learn from everything   + we relentlessly strive to be the best   + we are professionals with personalities  We make the difference together  * + we are answerable to each other and our passengers   + we trust each other and do what we say we will   + we are stronger together than we are as individuals   The job demands the following blend of experience/knowledge, skills and behaviours (all are essential, unless otherwise shown and will be assessed by application and/ or interview/assessment): | | | | |
| G1 | Experience, Knowledge & Qualifications Proven ability and experience to manage stakeholder relationships  Experienced in planning and running projects  Experienced with using Learning Management Systems  Excellent written, communication and attention to detail skills  Excellent project and time management skills  Experience of hosting training sessions  Proven training and course design experience. | | | | |
| G2 | Skills (including any specific safety critical competencies) Honesty and Integrity – Is transparent and honest and takes full responsibility for actions. Demonstrates confidence and courage and deals effectively with difficult situations.  Organisation – Undertakes relevant projects effectively, plans and coordinates own work load, while demonstrating good organisation and proactivity. | | | | |
|  | **Other** | | | | |
| H | **Dimensions of role** | | | | |
| H1 | Financial – Direct: None | |  | | |
| H2 | Financial – Other: None | |  | | |
| H3 | Staff Responsibilities – Direct: None | |  | | |
| H4 | Staff Responsibilities – Other: Management of stakeholder relationships. | |  | | |
| H5 | Any Other Statistical Data: | |  | | |
| I | **Acknowledgement** | | | | |
| I1 | Prepared By: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | Date: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| I2 | Approved By (Head of Department): | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | Date: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| **J** | **Job Description Briefing** | | | | | |
|  | The post holder has been briefed on and understands the requirements of this Job Description and other related documents: | | | | | |
|  | Name of post holder: |  | Signature: |  | Date: |  |
|  | Name of briefing manager: |  | Signature: |  | Date: |  |
| **K** | **Nominated Deputy for Safety requirements** | | | | | |
|  | If this is a KEY SAFETY POST (D2 in Safety Details above is YES) at least one nominated deputy must be identified. The Job Holder must ensure that the Nominated Deputy(ies) receives a copy of, and is briefed on this Job Description. If there are more nominated deputies, they should sign further copies of this Job Description. | | | | | |
|  | The nominated deputy has been briefed on and understands the requirements of this Job Description and other related documents: | | | | | |
|  | Name of nominated deputy: |  | Signature: |  | Date: |  |
|  | Name of briefing manager: |  | Signature: |  | Date: |  |