



Example of Learning Lead Job Description

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Our innovative and growing company is searching for experienced candidates for the position of learning lead. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for learning lead

- Design, lead, and optimize product, feature, and soft-skills trainings for new team members and to the existing team on an ongoing basis
- Facilitate trainings and provide professional and leadership development opportunities to all team members
- Help identify best practices by shadowing Supporters and via discussions within the team, and create a tight feedback loop with the Support Quality team
- Measure participant feedback and the impact of training on business results, iterating constantly
- Guide the Support team's approach to learning-management technology and information-sharing
- Help identify, select and work with outside vendors and consultants that further raise our game
- Building and evolving global strategies and help translating strategies into impactful and measurable learning solutions
- Training, coaching and consulting internal cross-functional teams on learning & behaviour change solutions
- Finding creative and innovative solutions to resolve complex issues in association with stakeholder learning needs
- Pioneering new approaches in inter-professional learning & development in healthcare

Qualifications for learning lead

- Must have experience supervising and mentoring staff and/or student workers
- Must have experience within a multi-platform environment for networks, operating systems and applications
- Must possess a solid understanding of audio visual systems, ticket system for problem tracking and/or study in networking and/or computer information systems
- Typically possesses 4 years of experience in an IT Customer Service role
- Typically possesses experience in a 24-hour per day, 7-day per week environment