



Job Title: Rising Tide Intern – Learning Manager

Hour per week: 35 hours per week as per standard Elsevier UK contract

Who we are

We are a global team of Learning Managers and Learning and Content Managers located in St. Louis, Exeter, Oxford, London, Barcelona and Chennai.

Our mission as a team is to provide researchers and our colleagues with the learning materials they need to effectively use and understand the Editorial Manager submission system.

What we do

We provide a wide range of learning materials for Editors, Reviewers and Authors. We create training videos, run Q&A training sessions, host webinars and maintain the support centre.

We support internal users of EM, including Publishers and Journal Managers, by ensuring they have the learning materials they need to understand the system. We offer drop in sessions for Journal Managers and Publishers to discuss queries they have with the system. We also work to add value to processes where there is an interface with EM. We are proactively involved in new releases, participate in STMJ projects and offer support for Operations initiatives to improve editorial workflows and reduce the numbers of support calls.

Summary

We are looking for a learning Manager to support the team from the UK. The successful candidate will create and deliver learning materials of the Elsevier submission system – Editorial Manager. They will be responsible for good understanding and effective use of editorial systems of all stakeholders in assigned portfolio through:

1. Creation and delivery of editorial systems learning materials including eLearning, webinars, written content to enable stakeholders to have an appropriate level of knowledge of the system required to carry out their role.
2. Understanding and application of business objectives for editorial systems to be able to develop and maintain support materials.
3. Contribute towards the continuous improvement of editorial systems learning content, team processes and systems by participating in local and global projects.
4. Work with internal stakeholders ie Product, APS, STMJ to understand learning requirements.
5. Act as an ambassador for editorial systems during Editorial Board meetings, Society contract renewals and other meetings requiring representation.
6. Supporting Line Manager in core activities.

7. Creation and maintenance of written policies, best practice and procedures.

8. Collection of data from various sources (e.g., OSvC, surveys, CSAT surveys, adobe analytics numerical and verbatim, data gathering from other teams) and translating that into the direction we need to take our LCM provision such as training script, videos, editor webinars, train the trainer.

If you are passionate about training and people, and driven to deliver outcomes which will support researchers with their editorial tasks, then this role is for you.

Full training will be provided. You will work in a diverse and multicultural environment with colleagues located across several sites globally.

You will find a supportive, encouraging and friendly atmosphere in the team.

Requirements

- Able to quickly learn systems
- A real passion for training
- Experience of using online training software is advantageous
- Experience of using video creation software is advantageous
- Ability to get on with all kinds of people
- Good IT skills, with Excel and PowerPoint most important
- Excellent organizational, time-management, communication and teamwork skills

This role can be based in the Exeter, Oxford or London Wall Offices or from home.