

Work Experience role profile

Role Title	Learning Technologies trainee
Department	Learning Technologies
Business Unit	Kineo
Location	Brighton, BN1 1SS

Everything we do contributes to achieving our purpose: Helping people, organisations and economies develop their skills for growth. This purpose drives everything we do.

Our values

Our values **Imagination**, **Integrity** and **Leadership** are core to everything we do, and makes us who we are. They underpin the way we work, from how we treat our people right through to how we design our products. Living these values in everything you do at the City & Guilds Group will not only make this a great place to work, but ensure you thrive and are successful in your role.

Role purpose

To gain experience of Learning Technologies business by working in various departments across Kineo. This might include Learning Content & Management systems, Client / support services, Managed Learning Services, Sales and Marketing and Operations and Finance.

What you'll be doing

1. **Content team:** Shadowing individual staff to support the delivery of client content
2. **Platforms and Client services:** Working with technology specialists to gain an understanding of Learning Management systems and how clients are supported in the use of them
3. **Sales and Marketing:** Shadowing and supporting the sales and marketing teams in managing assets, organising events, managing sales data and social media
4. **Operations and Finance:** Administrative work to support the smooth day to day running of the organisation

What you'll learn

1. Content team

- To understanding the principles and processes of creating e-learning in a customer service environment
- An overview of learning design and how it relates to business objectives for the customer and how the processes come together to delivery award-winning content

2. Platforms and Client services

- The technical underpinning of how customers deliver learning within their organisations
- An introduction of how client need is translated into a technical specification and then worked through via the team into a deliverable product
- Understand how that product is then supported in the customer service environment.

3. Sales and Marketing

- How a business connects with its markets and what technologies and channels it uses to do so
- An introduction to how marketing data flows through to sales to become a lead
- Exposure to how bids are managed through the business and the tender process

4. Operations and Finance

- To understand the 'engine room' of a business – how an admin team supports the organisation to deliver its product
- The experience of using accounting / orders software and how a team delivers the continuous process through to accounts.

What we're looking for

We can't live without you being...

- Curious (Imagination)
 - A creative problem solver who brings new ideas and finds new ways of overcoming obstacles
 - Keen to learn
- Collaborative (Integrity)
 - A team player who enjoys being part of the team, supporting and leading as needed
 - Shares knowledge and expertise
- Compassionate (Integrity)
 - Thoughtful, compassionate and human in their dealings with people
 - Self-aware and aware of their impact on others - emotional intelligence
- Resilient (Leadership)
 - Confident in the face of push back and challenge from others
 - Doesn't lose sight of delivering to high standards even when under pressure
- Confident (Leadership)
 - Motivated to get things done and make them better

- Pro-active in taking on what needs to be done and using their initiative
- Trusted (Integrity)
 - Goes the extra mile for internal and external customers
 - Takes ownership and accountability

We would love you to have...

- Experience using Excel, Word, Outlook
- Attention to detail and good organisational skills
- Strong communication (verbal and written)
- Experience of working to deadlines
- An interest in technology / graphics / learning
- An interest in design