

<b>Job title</b>	Manager, Digital Learning
<b>Reports to</b>	UK Finance Head of Learning Innovation and Delivery

**About UK Finance**

UK Finance is a trade association representing nearly 300 of the leading firms providing finance, banking, markets and payments-related services in or from the UK. UK Finance has been created by combining most of the activities of the Asset Based Finance Association, the British Bankers' Association, the Council of Mortgage Lenders, Financial Fraud Action UK, Payments UK and the UK Cards Association.

Our members are large and small, national and regional, domestic and international, corporate and mutual, retail and wholesale, physical and virtual, banks and non-banks. Our members' customers are individuals, corporates, charities, clubs, associations and government bodies, based in the UK and overseas, served domestically and cross-border. These customers access a wide range of financial and advisory products and services, essential to their day-to-day activities, from our members. The interests of our members' customers are at the heart of our work.

UK Finance is the UK representative on a number of international trade associations including the European Banking Federation, the European Cards Payments Association, the European Payments Council and the International Banking Federation.

**Job purpose**

- To support the delivery of the Digital Learning Innovation and Delivery plan by planning, designing and delivering agreed Learning AND Development interventions in the MET plan.
- To support the Head of Learning Innovation and Delivery to innovate, ideate, launch, market and promote the current and new Digital learning offerings to UK Finance member organisations and others.
- Work closely with the Head of Marketing and Director, Commercial, to ensure revenues are maximised.

**Duties and responsibilities**

- Research, schedule and monetise with the Head of Learning Innovation and Delivery webinars, podcasts and other elearning initiatives.
- Work with Commercial team to identify suitable associate members for sponsorship and delivery of webinars, podcasts and e learning workshops.
- Conduct research into new digital methods of delivery based on members learning needs and research meetings conducted with UK Finance policy leads.
- Support the scheduling, organisation and day to day management of UK Finance new Digital Learning business lines.
- Support Commercial team in accurate sales pipeline and forecasting details of

- digital interventions with the Head of Learning Innovation and Delivery.
- Together with the Head of Marketing helping to ensure the success of marketing campaigns by proactively promoting current offers and converting leads generated by the campaign.
  - Together with the trainers and UK Finance policy leads, write and edit the Digital outlines ready to be uploaded to the UK Finance website.
  - Provide the Head of Learning Innovation and Delivery with MI, analytics from events and evaluation forms, that provide insight to ensure continuous improvement of this service line.

### **Preferable qualifications, skills and competencies**

- Experience of working in partnership and at pace within financial services to translate governance, risk and financial crime issues into high impact events or learning solutions.
- Demonstrable expertise in learning and development, having been responsible for its design and delivery
- Excellent communication skills with the ability to connect, collaborate and influence colleagues and stakeholders.
- A positive can-do attitude, collaborative in style and willing to adapt to changing circumstances.
- Have a good business head to spot current and new income opportunities.
- Not afraid to speak up and out.

**End**