Job Description
Learning Manager

Job Summary
The Learning Manager is responsible for creating, directing, and refining training strategies that equip C12 Chairs with impactful, high-quality content. This role oversees the entire Chair training lifecycle, from strategy development and content creation to delivery and evaluation, ensuring consistency, excellence, and alignment with C12's mission. In addition to leading content production for Chair Training, the Learning Manager coordinates large-scale in-person training events, facilitates development sprints for new initiatives, and supports and coaches training facilitators and content creators within the team.

Reporting
This position will report directly to the Director of Field and serves internal customers (C12 Chairs) as an extension of and support to the Field Operations team.

Primary Responsibilities:
In addition to sharing end-to-end training content creation responsibilities with the Training Content Specialist, the Learning Manager has these additional primary responsibilities.

1. Strategy and Program Development
- Chair Training Strategy: Develop and implement an overarching training strategy, including the scope, sequence, and materials for New Chair Training and international Chair programs.
- Development Sprints: Plan and facilitate Development Sprints for new training initiatives, guiding ideation, discussion, and ranking processes to produce actionable outputs.
- International Training Programs: Design training for international C12 Chairs and oversee the creation of Train-the-Trainer programs for International Principal Chairs.

2. Event Programming
- Program Direction and Production: Serve as program director for two major in-person Chair Training events annually, overseeing planning, content, logistics, and execution.
- Guest Speaker Coordination: Vet, contract, and manage guest speakers and facilitators for in-person training events, ensuring alignment with C12's standards and mission.

3. Content Leadership and Team Collaboration
- Content Project Management: Act as the primary project manager for all Chair training content, coordinating with internal and external SMEs to source material and guide content creation.
- SME Network Development: Build and maintain a network of SMEs, conducting interviews and incorporating their expertise into training resources.
- Team Oversight and Coaching: Provide direction, oversight, coaching, and development to the Training Content Specialist and any project-based training collaborators.

Success in this Role:
Success in this role involves the consistent delivery of strategically aligned, impactful, and engaging training experiences that meet the evolving needs of C12 Chairs. The Learning Manager will be expected to manage large-scale events and complex training projects while maintaining a strong, collaborative team environment. A successful Learning Manager demonstrate the ability to inspire and guide the training team and collaborators, adapt to feedback, and produce measurable improvements in training outcomes.

Management by Objectives (MBOs):

- Achieve 85% overall satisfaction rate among Chairs for in-person training events (Spring Vision, Fall Planning)
- Achieve 85% satisfaction rate among Chairs for all training material deliverables within the LM scope of work.
- Develop an enhanced, effective New Chair Training experience in alignment with C12's strategic objectives that streamlines onboarding and accelerates time-to-competency for New Chairs.
- Successfully facilitate at least one collaborative C12HQ/Chair Cadre Development Sprint per year, resulting in actionable outputs for new training or Chair experience improvement initiatives.
- Successfully develop and produce an aligned, comprehensive, and effective International New Chair Training and Train-the-Trainer programs for International Chairs.

Individual and Team Performance Metrics (KPIs):
- **Event Success Metrics:** 85% or higher satisfaction in post-event surveys for large in-person Chair Training events.
- **Training Content Completion Rate:** 85% of Chairs complete assigned training modules within designated timeframes.
- **Project Completion and Quality:** 100% on-time delivery of training materials and events, with minimal rework required.
- **Team Development:** High levels of performance and satisfaction among team members, demonstrated through feedback and professional growth.
- **SME Engagement:** Expand the network of engaged SMEs, with at least three new SMEs contributing to training materials each year.