



Job Description: Sodexo Live!

Function:	Human Resources
Position:	LNS learning designer
Job holder:	-
Date (in job since):	-
Immediate manager (N+1 Job title and name):	Training Academy Manager
Additional reporting line to:	N/A
Position location:	No fixed place of work

1. Purpose of the Job – State concisely the aim of the job.

You will be responsible for creating engaging and effective e-learning content using LMS e-learning systems. You should be adept at integrating AI-driven content creation tools and proficient in authoring tools like Evolve. Additionally, the Learning Designer will collaborate with subject matter experts to identify learning needs and apply instructional design theories and practices.

2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

- Large volume of casuals and transient workforce
- 1100 employees and 7000 casual employees

3. Organization chart – Indicate schematically the position of the job within the organization. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



4. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

1. LMS Administration & Analytics

- Manage and maintain the LMS platform, including uploading content, managing user access, and troubleshooting issues.
- Generate and analyse learning analytics reports to identify trends, gaps, and opportunities for improvement.
- Recommend enhancements to the LMS based on learner feedback and usage data.

2. Content Governance & Quality Assurance

- Develop and maintain content standards and templates to ensure consistency across modules.
- Conduct regular audits of existing e-learning content to ensure it remains current, accurate, and engaging.
- Ensure all content meets accessibility standards (e.g., WCAG) and internal compliance requirements.

3. AI Innovation & Training

- Act as a champion for AI tools like **Mindsmith**, **Synthesia**, and others—training colleagues on their use and best practices.
- Explore and pilot emerging AI tools that could enhance learning design or delivery.
- Document AI workflows and contribute to internal knowledge bases or toolkits.

4. Stakeholder Engagement & Project Management

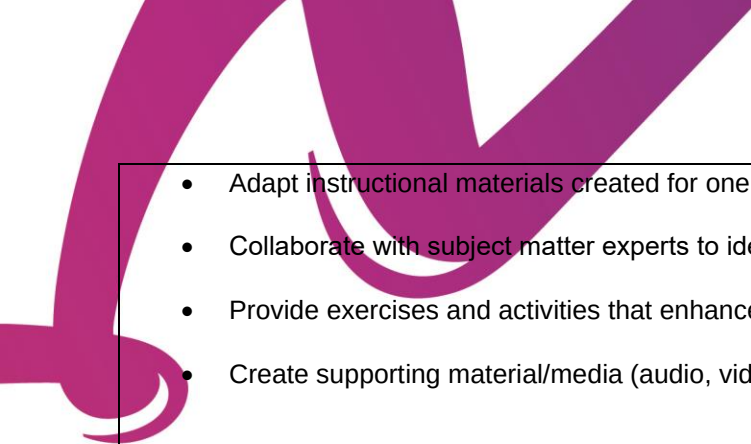
- Lead discovery sessions with internal stakeholders to scope new learning needs.
- Manage timelines and deliverables for multiple concurrent learning projects.
- Support change management efforts by creating learning campaigns or toolkits for new initiatives.

5. Blended Learning & Facilitation Support

- Design blended learning pathways that combine e-learning with live sessions, coaching, or on-the-job activities.
- Support facilitators by creating slide decks, facilitator guides, and learner handouts.
- Occasionally co-facilitate virtual sessions or onboarding workshops.

• 5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Design and develop e-learning modules using Mapal e-learning systems.
- Create refresher training programs to ensure ongoing compliance and knowledge retention.
- Develop induction programs for new employees.
- Design and implement health and safety training, including food safety protocols.
- Utilise AI-driven content creation tools such as Synthesia to enhance learning experiences.
- Use authoring tools like Evolve to create interactive and engaging content.
- Apply the Kirkpatrick Model of Training Evaluation to assess the effectiveness of training programs.
- Implement the ADDIE model to ensure systematic and structured instructional design.
- Assess learners' needs and define educational learning objectives.
- Create engaging learning activities and compelling course content.

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- Adapt instructional materials created for one format to another (e.g., from face-to-face to online).
 - Collaborate with subject matter experts to identify target audience's training needs.
 - Provide exercises and activities that enhance the learning process.
 - Create supporting material/media (audio, video, simulations, role plays, games, etc.).

6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Develop assessment tools to measure training effectiveness.
- Maintain project documentation and course folders.
- Maintain and monitor engagement rates with modules.
- Maintain and monitor completion time and rates with modules.
- Ensure all content is up to date and compliant with new legislation.

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- Proven experience in e-learning content creation and instructional design.
- Familiarity with LMS e-learning systems.
- Experience with AI-driven content creation tools.
- Proficiency in authoring tools like Evolve.
- Knowledge of the Kirkpatrick Model of Training Evaluation.
- Understanding of the ADDIE model.
- Strong communication and organizational skills.

- Ability to work collaboratively in a team environment.

Preferred Skills:

- Experience in health and safety training.
- Knowledge of food safety regulations and training.
- Creative and innovative approach to e-learning design.
- Ability to adapt to new technologies and tools.
- Experience with specific authoring tools (e.g., Articulate Storyline, Adobe Captivate).
- Knowledge of learning management systems (LMS).



8. Management Approval – To be completed by document owner

Version		Date	
Document Owner			

9. Employee Approval – To be completed by employee

Employee Name		Date	
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