Job Scorecard

Position Information			
Position	**Instructional Designer (bilingual)**	Employee Name	
Department		Reports to	Director of Customer Success

Job Purpose

The purpose of this role is to design and develop high quality and engaging e-learning assets for clients in both English and Arabic. They will focus on the learner experience, ensuring the learning journeys are designed to ensure they benefit from learning materials to help them maximise their potential and impact in their roles.

It is therefore essential that the learning assets are effective in engaging and inspiring learners and meet the client's learning objectives. On the initial project, the designer will work with existing instructional materials, to create engaging learning activities, and design assessments that align with the learning objectives.

Responsibilities

The Instructional Designer will be responsible for:

1. Conducting Needs Assessment: Working with the client to identify their learning needs and objectives, as well as the target audience, budget, and timeline.

2. Designing the Learning Journey: Creating a detailed outline of the learning experience, including learning objectives, content, activities, assessments, and evaluation methods.

3. Creating Storyboards: Creating visual aids, such as storyboards and flowcharts, to visualize the course's structure and design.

4. Developing Learning Assets: Instructing and collaborating with our in-house design team to develop multimedia assets, such as audio, video, graphics, and animations, that support the learning objectives.

5. Conducting Quality Assurance: Testing the digital learning assets to ensure that they are free of technical glitches, meet the client's standards, and comply with industry standards.

6. Managing Projects: Communicating with the client and project team to ensure that the project is completed on time and within budget.

7. Maintaining Course Content: Updating the digital learning assets as needed to reflect changes in the client's requirements or new learning technologies.

8. Collaborating with Subject Matter Experts: Working with subject matter experts to ensure that the course content is accurate, engaging, and relevant to the target audience.

9. Technical Support: Managing the technical support for clients who may encounter technical issues while implementing the digital learning assets.

10. Staying Up-to-date: Staying up-to-date with the latest e-learning technologies, trends, and best practices to provide the client with innovative solutions that meet their needs.

Requirements & Competencies

Education and Qualifications:

- Bachelor's degree in Instructional Design, e-Learning, Education, or a related field
- Relevant professional certification, such as Certified Instructional Designer, is desirable

Experience:

- 1-2 years of experience in instructional design or e-learning development, preferably in a corporate or agency environment
- Experience with authoring tools and software, such as Articulate Storyline, Adobe Captivate, or Lectora
- Knowledge of adult learning principles, instructional design models, and e-learning standards
- Experience with project management and collaboration tools, such as Trello, MS Teams
- Knowledge of buying and supply chain is an advantage

Skills:

- Excellent written and verbal communication skills, with the ability to explain complex concepts in a clear and concise manner
- Strong organizational skills, with the ability to manage multiple projects simultaneously and prioritize tasks effectively
- Attention to detail, with the ability to proofread and edit content for accuracy, consistency, and quality
- Creative problem-solving skills, with the ability to think outside the box and develop innovative solutions to meet the client's needs
- Interpersonal skills, with the ability to collaborate effectively with subject matter experts, project teams, and clients

Personal Attributes:

- Self-motivated and proactive, with the ability to work independently and as part of a team
- Willingness to learn and adapt to new technologies, tools, and processes
- Ability to work under pressure and meet deadlines in a fast-paced environment
- Professionalism, with the ability to represent the company and interact with clients in a courteous and respectful manner
- Positive attitude, with the ability to maintain enthusiasm and motivation throughout the project lifecycle

Our Core Values/Behaviours

Combining Strengths

We support each other to get the job done and no job is beneath any of us. We have found that, together, we are so much stronger than as individuals and we consider how our decisions and actions impact others. We work

interdependently and collaboratively, solving problems with others in the interests of evolving Biz. We are united and very close – we are more than a team, we are the 'Biz family'.

Genuinely Care About Delivering Results

We take ownership and accountability for driving results. We love going beyond expectations and delighting our Customers and other Bizzers. With a bias for continuous improvement, we are proactive, solution focused and innovative. We have an entrepreneurial spirit and are independent thinks with consideration for others and our impact on them.

Believe Anything is Possible

We are an inspired organization and we know that whatever the mind can conceive and believe, it can achieve. We are motivated to think big and aim high, even in challenging times, and are driven towards achieving our Big Hairy Audacious Goal (BHAG)

Act with Biz Energy

We live and display contagious energy, enthusiasm and passion. We have incredible fun and am inspired to come to 'work' each day.   We are fast movers, acting with a sense of urgency, agility, adaptability to change and think on our feet. We overcome obstacles and bounce back with renewed energy. We never give up.

Tell You What You Need To Hear

We cultivate an environment of trust where open, honest and respectful feedback can be given and received, with the best intentions, internally and with our Customers. It is not always what we want to hear, but we know it's what we need to hear in order to grow and improve.

Supporting People's Personal Growth

We are passionate about helping each other and our Customers grow as well as our own personal development. We invest in learning, we share knowledge and we promote from within. At Biz we grow while having fun.