

Job Description

Post Title options	Content Writer
Salary	TBD
Hours	<p>Full time for 37.5 hours per weeks. Your normal hours of work are between 8.30am and 5.00pm, Mondays to Fridays inclusive with an unpaid lunch break of an hour. Part time or reduced hours will be considered as an option for this role.</p> <p>In addition, employees may be required to work such additional hours as may be necessary for the proper performance of their duties without extra remuneration.</p>

The organisation and our values:

EduCare Learning Ltd is the UK's leading provider of essential safeguarding and duty of care e-learning.

Our mission is to create a safer environment for children, young people and adults at risk. We are in the business of changing perceptions and behaviours through essential safeguarding and duty of care interactive online learning courses.

Over 5,000,000 people have completed an EduCare course and we work with many household names, from Eton College, UK Athletics, The Children's Society, YoungMinds and Winston's Wish.

In addition to EduCare's standard eLearning courses, we create bespoke online courses for organisations such as West Midlands Ambulance Service, Macmillan Cancer Support, Catholic Safeguarding Advisory Service and many more.

EduCare Learning Ltd work with leading experts, partners and customers to distil their knowledge into our high quality, affordable interactive learning services. Our entire workforce is trained to be knowledgeable, skilled and customer-centric to support our promise of the best products, the very highest standards of customer service and a first-rate customer experience.

EduCare are compliant to BSI ISO quality and Investors in People standards.

Main purpose of role:

To develop and write EduCare's own learning courses and bespoke courses for our customers. The role not only involves developing course content, but all the associated resources that accompany them. It also includes writing marketing materials and acting as a quality auditor for course build.

If you love the written word, can write engaging, memorable copy on any subject matter before you and have an impeccable eye for detail, this is the role for you. Your grammatical skills will be flawless, and you will be able to analyse your own and other people's writing dispassionately.

Key Responsibilities and Tasks:

The role will be varied and cover a range of sales and marketing related tasks, including:

1. Working to a brief, develop course frameworks for e-learning purposes to the point of approval.
2. Undertake any necessary research on the subject matter being covered.
3. Take the resources or copy provided by a subject expert and develop it into a cohesive course that encapsulates all the key learning points. This may involve working with materials being used for taught training and turning them into an e-learning course, modifying an expert's draft copy or anything in between.
4. Write questionnaires that cover the key learning points, including scenario questions that demand empathy with the content covered.
5. Proof reading.
6. Writing marketing materials.
7. Stay abreast of developments in the sectors in which EduCare works (education, early years, health, social care, sport)
8. Review and update courses annually or when new information comes to light.
9. Quality auditing all courses at course build stage and final voiceover stage.
10. Work towards set targets, KPI's and objectives.
11. Ensure that health and safety policies and office procedures are observed.
12. Attend and effectively participate in team meetings and progress actions as directed.
13. Participate and engage in performance management processes.
14. Duties which include processing of any personal data must be undertaken within data protection guidelines.

The above tasks are not an exhaustive list of duties and the post holder will be expected to perform different tasks as necessitated by their changing role within the organisation and the overall business objectives of the organisation

Health & Safety

The post holder must comply with Company's health and safety policy and in particular is required:

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.
- This specific role is office based and will require the post holder to sit and use standard office VDU and telephone equipment for prolonged periods of time.

Person Specification

Qualifications	Has a degree in English, creative writing, journalism or any associated subject.
Experience, Knowledge, Skills and Abilities	<ul style="list-style-type: none"> • Previous course writing experience beneficial, but not essential. • Willing to take a highly competent, fresh graduate in a trainee capacity. • Highly developed English skills and can write copy quickly and accurately. • Logical thinker. • Ability to write memorable content that embeds key learning points. • Meticulous attention to detail. • Systematic approach to activities. • Highly organised with excellent time management skills.

	<ul style="list-style-type: none"> • Ability to multi-task. • Helpful, 'can do' attitude. • Thorough researcher – desktop. • Strong team-player. • Hardworking and flexible with the ability to work under pressure to meet deadlines. • Good listener. • Competent in asking probing open questions. • Good interviewing skills with ability to write material gained during interview.
Aptitude	<p>Curious with an enquiring mind. Goal-driven and solutions focussed. Tenacious. Keen to learn. Assertive. Confident personality. Commitment to continuous development and learning in line with business requirements.</p>
Circumstances	<p>Have a very positive work attitude including flexibility and willingness to work some longer hours during peak periods as required.</p>
Equality and Diversity	<p>Every employee is required to assist the Company meet its commitment to provide equal opportunities in employment and avoid unlawful discrimination. Post holders are accountable for carrying out all duties and responsibilities with due regard to the Company Equal Opportunities & Diversity Policy.</p>

To apply for this post, please send your CV to: Bernadette.sixsmith@educare.co.uk