



**TITLE: Online Member Services Specialist**

**SUPERVISOR: Director, Global Membership Engagement and Development**

**LOCATION: Flexible (Preferably East Africa)**

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Humentum is a global nonprofit/charity focused on advancing operational excellence for social good. We build the capacity of staff at international development and relief organizations to address the operational challenges they face while working toward their missions. Humentum was created from the merger of three well-established organizations: Mango, a UK-registered charity and social enterprise that specializes in financial management; InsideNGO, a Washington, DC-based member association of international non-governmental organizations; and LINGOs, a virtual not-for-profit capacity building organization specializing in eLearning. Learn more about us here: [www.humentum.org](http://www.humentum.org).

The Humentum Learning services team works with members and subscribers, providing world-class learning and tools, offering expertise in the use of these tools and general learning and development guidance. We also facilitate one of the largest L&D NGO sector focused communities.

#### **Position Overview**

Working as a core member of the Humentum Learning Services (HLS) team, this role will work with customers, clients, members and subscribers to ensure they are utilizing their online learning tools and products to deliver on their stated needs and achieve value for money. This will be done through acting as a point of expertise and advice on key areas of learning and development, delivering training and other learning interventions, help solve issues and challenges and fostering a community or peer sharing and learning.

#### **Key Responsibilities**

- Act as a key contact and advisor to subscribers ensuring their use of Humentum online learning tools is successful.
- Manage key relationships with a network of clients, suppliers and stakeholders that help Humentum online learning products reach a more local level across Africa.
- Manage elevated support requests on key systems (LMS, SCORM courses, MOOC platforms and course authoring platforms).

- Host, facilitate and manage learning events, meetups and conferences locally and internationally.
- Manage and work on team and Humentum wide projects and initiatives as required.
- Manage potential, new and existing subscriber relationships in Africa and relevant time zones.

## **REQUIREMENTS**

### **Qualifications and Desired Experience**

- A high standard of English and Maths
- Proven experience developing and delivering impactful learning products
- Proven experience of delivering online learning across a large group or organizations
- Proven experience working with on and off-line communities and working groups

### **Desirable**

- A qualification in Learning and Development (CIPD,ATD) (Desirable)
- Project management certification (PMDPro, PMP, Prince2)

### **Skills and Attributes**

- Knowledge and experience of working in learning and development (full learning cycle of identification of need, the design of learning interventions, delivery of learning interventions and evaluation of impact)
- High levels of IT proficiency with experience specifically around online learning platforms and course delivery software.
- Proven track record in convening groups and individuals to support learn and connect with each other both online and face to face.
- Proven experience in delivering high levels of customer support and service.
- Ability to manage projects from start to finish, including ongoing analysis of impact and results
- Must be able to work as part of a remote team as well as independently
- Must be proactive and well-organized
- Excellent verbal and written communication skills
- Self-starter, motivated professional with the ability to think strategically and creatively
- Interest in keeping current on digital trends and new technologies
- Fluency in a second or third language is highly desirable.

### **Job Related Information**

This role is home based and part of a wider remote global team, you will need to work independently and as well as part of the team to achieve team-based targets. This role will also need to act as a focal point in their own country and region acting as a thought leader for HLS and Humentum as a whole.

### **Application Instructions**

Please send a CV and letter of motivation to [careers@humentum.org](mailto:careers@humentum.org).

### **Equal Opportunities Statement**

Humentum is an equal opportunity, affirmative action employer.