

Grow Remote: Training & Learner Support Coordinator **(<https://www.activelink.ie/node/113487>)**



Training & Learner Support Coordinator

Grow Remote is on a mission to solve the problems of remote work in order to unlock social, economic and environmental change for individuals, employers, and local communities across Ireland. We deliver high quality employer services and training, support local communities and leaders, and provide resources to help individuals and organisations alike, no matter where they are on their remote work journey.

At Grow Remote, we are committed to finding innovative ways to harness the potential of remote work and creating solutions to help deliver the transformational benefits it portends. Embracing remote work at scale will set Ireland up for a more competitive, technologically progressive economy, and a more sustainable and equitable society.

We are problem solvers. We are grounded in our values. We empower others. We champion others. We assume good intent. We have a bias for action. We believe that local impact is the most powerful tool for national change, and we can make that happen.

We are now looking for a talented Training & Learner Support Coordinator who will join our Employer Services team. We are keen to find someone who is self-motivated, passionate about remote work, and has the ambition to make this their own in an environment that encourages creativity and innovation.

We believe in balancing high performance and well being, by keeping our mission front of mind and delivering on what we say we are going to do.

As our Training & Learner Support Coordinator, you will play a key role in helping us realise our vision. We want to create a future where children will someday marvel at the idea that there was a time when all jobs were attached to a location: the same way that children today marvel at the idea that phones were once attached to a landline. Remote work has gradually become more widespread but the coming years represent a crucial window for Ireland to position itself as the global leader in remote employment: creating jobs, fostering economic growth, strengthening local communities, and contributing to environmental sustainability.

Employees and employers alike are eager to fully embrace this change but there are limited supports available to help them. As part of our new strategy, we aim to improve and scale employer supports and services to make remote work a success and a reality for businesses all over Ireland. Our training courses, fully funded and delivered nationwide, are the first of their kind and are the largest remote training programmes to be run in Ireland. Our new Training & Learner Support Coordinator will have a pivotal role to play in developing these supports and services in the coming years.

Job Description:

The Training & Learner Support Coordinator will be vital in achieving Grow Remote's Employer Services Strategy. Training and education are some of our top priorities as an organisation. The Training & Learner Support Coordinator will help develop and deliver engaging products and services directed at employers, including training courses, workshops, and consultancy offerings. The ideal candidate will need to be ambitious and have a can-do attitude as they innovate and develop the Grow Remote training offerings, and help the organisation expand and thrive.

You will be helping us achieve the following goals:

- Creating a remote ready workforce by supporting individuals to find full-time remote jobs
- Helping employers adapt to the remote working culture leading to hiring without location
- Fostering remote ready communities that will support both individuals and companies so everyone can work remotely in harmony

Role Overview:

As our Training & Learner Support Coordinator, you will be responsible for ensuring that all of our learners have an enjoyable and successful experience in their interactions with our organisation. Some of the main duties for this role include:

- Ensuring a high quality learning experience for our learners at all stages of their journey
- Managing the development and maintenance of our Learning Management Systems
- Onboarding new learners onto our platforms and providing them with all necessary information and access to resources
- Executing administrative duties relating to the training process
- Assisting learners and facilitators with technical support
- Facilitating Grow Remote trainings and assisting other facilitators for the programmes where necessary
- Collaborating with the Training Manager on data collection and analysis in order to improve course engagement, completion rates, and general learner experience
- Diagnosing and relieving blockers with the aim of constantly improving and iterating the course experience
- Expanding Grow Remote Training offerings in collaboration with the Training Manager, by identifying gaps in the market and developing new training offerings
- This role will also offer opportunities to explore course development and instructional design as it grows

Priority skills and experience:

- Passion for capacity building and supporting our learners to fulfil their potential
- Solutions-oriented; ability to thrive in a fast-paced, ever-changing environment and to radiate positivity (even when under pressure); runs through obstacles and is willing to pitch in
- 3+ years of related experience in course operations, learner support, and learner experience
- 3+ years working in learning and development environments (i.e. educational organisations; corporate; or NGO)
- Background in education (particularly online learning) strongly preferred
- Exceptional analytical, strategic, and problem-solving skills
- Strong IT skills, with experience of various LMS platforms and instructional design software(s) considered an advantage
- Excellent written and verbal communication skills

Report to: the Training Manager and / or a member of the Senior Management Team

Equipment: We will supply you with the tools you need to do your job well (Laptop, screen, peripherals)

Benefits:

- Salary - €40,000 to €45,000 (depending on experience)
- 2 year full-time contract
- Income protection, EAP and a 5% employer pension contribution (post probation)
- Generous annual and sick leave policy
- Annual budget to support your own learning and development
- Flexible working hours
- The chance to fundamentally change Ireland

Location: Remote in Ireland

- We meet in person at residential full-team retreats 3 or 4 times per year
- Some travel to meet partners or clients within Ireland may be required on occasion

To find out more **about this role schedule a call with Eoin, our Training Manager eoin@growremote.ie (<mailto:eoin@growremote.ie>)**

What to do next?

1. [Apply online \(https://login.hirelocker.com/grow-remote/jobs/31329/training-and-learner-support-coordinator-remote-galway-city\)](https://login.hirelocker.com/grow-remote/jobs/31329/training-and-learner-support-coordinator-remote-galway-city)
2. Attach CV & Cover Letter
3. Are you permitted to work in Ireland?
4. Record a short video, max. 2 minutes long, telling us about yourself and the unique value you would bring to the role of Training & Learner Support Coordinator at Grow Remote

5. Submit a short answer to the following question:

Q. In a world increasingly accustomed to digital workplaces and learning environments, list one novel way that you would keep learner engagement rates high on our training courses? (Max. 100 words)

Deadline: Applications will be reviewed on an ongoing basis until the post is filled.

Region

Remote / Galway City

Date Entered/Updated

29th Jan, 2025

Expiry Date

29th Mar, 2025

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