

1. ROLE DETAILS

Role Title	Learning Product Manager	Job Grade	CU (C5)
Business Unit	Workforce Warriors	Employment Type	Permanent
Line Manager	Workforce Development Lead	Direct Reports	Skills Development Coordinator

2. CORE OUTCOMES

Purpose

The Learning Product Manager owns the end-to-end design, development, implementation and continuous improvement of DD2030's learning products. This role combines instructional design, product management, quality assurance and user-centred design to ensure every training product—from manuals and videos to facilitator guides and digital resources—is engaging, intuitive, scalable and delivers consistent learning outcomes across the national workforce.

The role is responsible for treating training as a product portfolio: continuously gathering feedback, prioritising improvements, maintaining quality standards and ensuring learning experiences evolve alongside DD2030's methodologies.

Serve as the voice of trainers and assessors throughout the design process, ensuring every learning product is intuitive, engaging, practical and enables confident application in the field.

Key Functions

Learning Experience Strategy and Design

- Design end-to-end learning journeys for assessors, trainers and the Master Trainer..
- Create engaging learning experiences that combine instructor-led training, video, practice activities, evaluation tools and field application.
- Apply adult learning principles, behavioural science and

Key Functions	
	instructional design methodologies to maximise learning retention. - Continuously improve learning experiences based on learner feedback, trainer observations and field performance. - Ensure training products are accessible, enjoyable and easy to implement across diverse learning environments. - Design learning pathways that support progression from onboarding through accreditation and ongoing Continuous Professional Development (CPD).
Learning Product Portfolio Management	- Own DD2030's portfolio of learning products. - Develop and maintain the product roadmap. - Prioritise improvements using user feedback and organisational priorities. - Manage product lifecycle from creation through updates and changes made to the tools themselves. - Define governance, ownership and release management. - Maintain product standards, templates, version control and documentation. - Balance innovation with maintenance.
Curriculum & Content Development	- Lead the development of training material across all ELOM tools - Provide input into technical manuals and tools which will enable successful learning - Lead development of the Universal Manual. - Own Train-the-Trainer curriculum. - Design refresher programmes. - Design CPD learning pathways. - Translate methodological updates into learning products. - Ensure every learning product reflects current methodology
Multimedia & Learning Resource Production	- Own the design and production of all learning assets. - Manage the development and creation of engaging videos, demonstrations, animations, photographs, infographics and digital learning resources. - Create training guides and assessment and evaluation tools - Ensure visual consistency and accessibility. - Continuously improve content quality and usability. - Experiment with new learning formats and technologies.

Key Functions	
Learning Product Operations	• Maintain the central repository for all training materials, tools and collateral. • Manage version control. • Create naming conventions. • Own approval workflows. • Manage release schedules. • Maintain product documentation. • Ensure every trainer always has the correct version.
Continuous Improvement & Quality Management	• Develop feedback loops. • Analyse assessor and candidate assessor feedback. • Analyse trainer feedback. • Analyse fieldwork performance. • Measure learning effectiveness. • Identify product improvements. • Pilot innovations. • Monitor adoption. • Improve products continuously.
Capability Development & Community Support	• Design and oversee Continuous Professional Development (CPD) • Support accreditation. • Coach the Skills Development Coordinator. • Support the Master Trainer and enable the mentoring of trainers. • Build communities of practice. • Support trainer capability.
Organisational Leadership & Cross-functional Collaboration	• Work with other Business Units on joint projects, and ensure smooth handover of functions at critical junctures. • Participate in weekly team meetings and strategy sessions, and assist with ad hoc tasks arising from these discussions. • Represent DD2030 at relevant forums and events. • Ensure adherence to DD2030's Ways of Working and support the execution of the overall organisational strategy

3. REQUIREMENTS PROFILE

3.1 Qualifications:	
Type	A Bachelor's degree (NQF Level 7) or equivalent qualification is required.
Preferred Fields of Study	While candidates from any discipline will be considered, degrees in Education, Learning Design, Instructional Design, Psychology, Organisational Psychology, Human Resource Development, Adult Learning, Occupational Therapy, Product Design, UX Design, Digital Learning, Communications or related fields are advantageous.
Experience and demonstrated capability in designing and managing high-quality learning products will be given greater consideration than specific qualifications. Candidates should be able to demonstrate the impact of their work through a portfolio of learning products, training programmes or other relevant examples. Experience with the ELOM suite is advantageous but not essential. Successful candidates will be expected to rapidly develop the required methodological expertise.	

3.2 Experience:
• 5–8 years' experience designing, developing and managing learning products, instructional programmes or training systems. • Demonstrated experience owning the end-to-end lifecycle of learning products—from needs analysis and design through implementation, evaluation and continuous improvement. • Proven experience applying instructional design and adult learning principles to create engaging, user-centred learning experiences. • Experience developing learning products across multiple formats, including facilitator guides, learner manuals, videos, digital learning resources, and assessments. • Experience managing a portfolio of learning products, including prioritisation, roadmap planning, version control and release management. • Demonstrated experience translating complex technical or methodological concepts into clear, engaging and practical learning experiences. • Experience gathering user feedback, analysing learning data and iterating products based on evidence. • Experience leading Train-the-Trainer programmes and designing Continuous Professional Development (CPD) pathways. • Experience managing creative production processes, working with designers, video developers or multimedia content creators.

- Experience building quality assurance processes and governance for learning products.
- Experience leading projects involving multiple stakeholders from concept through implementation.

3.3 Capabilities:	
Learning Product Ownership	Thinks strategically about learning as a product rather than a collection of courses. Able to manage an end-to-end portfolio of learning products, balancing user needs, organisational priorities and continuous improvement.
Instructional Design Excellence	Expert at translating complex methodologies into engaging, accessible and practical learning experiences using adult learning principles and evidence-based instructional design.
User-Centred Design	Obsesses over the learner experience. Actively seeks feedback from trainers and assessors, understands how people learn, and continuously improves products based on real user needs and behaviours.
Creative Content Development	Creates visually engaging, intuitive and memorable learning resources across multiple media, including manuals, videos, digital learning, assessments etc. Strong visual communication and storytelling skills.
Product Planning & Organisation	Highly organised and systematic. Able to manage multiple learning products simultaneously through clear roadmaps, release planning, version control, governance and documentation.
Continuous Improvement Mindset	Uses data, feedback and observation to evaluate learning effectiveness, identify opportunities for improvement and iterate products over time. Comfortable piloting, testing and refining solutions.
Quality & Attention to Detail	Maintains exceptionally high standards for accuracy, consistency, usability and presentation across all learning products. Ensures quality is embedded throughout the product lifecycle.
Collaboration & Influence	Builds strong relationships with subject matter experts, trainers, programme teams and operational staff to co-create high-quality learning products. Able to influence without direct authority.

3.3 Capabilities:	
Project & Delivery Management	Plans and delivers multiple concurrent projects, balancing competing priorities while maintaining momentum and delivering high-quality outputs on time.
People Development	Coaches and develops the Master Trainer, Senior Trainers and Skills Development Coordinator, fostering a collaborative learning community and supporting continuous professional growth.

As part of the application process, shortlisted applicants will be asked to submit 2–5 examples of learning products or resources they have developed or significantly contributed to. These may include manuals, facilitator guides, videos, presentations, digital learning resources, learning journeys, assessments or other relevant materials. Applicants should briefly describe their role in developing each example.