



## Digital Learning and Development Specialist

**Location:** Remote - Open to candidates from the UK, Spain, Germany, Netherlands, and France.

SBTi Services Limited is a wholly owned subsidiary of the Science Based Targets Initiative (SBTi), a corporate climate action organization and standard-setter that enables companies and financial institutions worldwide to play their part in combating the climate crisis. SBTi Services is a distinct legal entity and operates independently from the standard-setter, the Science Based Targets initiative.

The SBTi's new Learning Management System (LMS) will provide accessible e-learning resources for individuals at varying levels of climate knowledge, with courses designed to deepen their understanding of SBTi standards and requirements. The LMS will include a certification function, owned and managed by SBTi Services, for sustainability professionals to undergo assessment and demonstrate to the market their knowledge of SBTi requirements.

To ensure the success and smooth operation of the LMS and new certification service, we are looking for a motivated and organized Digital Learning and Development Specialist. This mid-level role will be key in maintaining the system, driving user engagement and uptake, coordinating content updates, and supporting cross-functional communication. This is an exciting opportunity to contribute to a leading organization in the climate action space.

[SBTi Services is the wholly-owned subsidiary of the standard-setter, the Science Based Targets initiative.](#)

[Organizations develop science-based targets using the Science Based Targets initiative's standards and then submit them to SBTi Services for validation.](#)

[SBTi Services checks and validates the science-based targets of corporates, financial institutions, and small and medium enterprises \(SMEs\) across the globe.](#)

### Key Responsibilities

#### ● LMS Management and Internal Communication

- Collaborate with SBTi Impact, Data and Technology teams, and SBTi Services Target Validation and Target Operations teams to share updates and maintain cross-functional alignment on LMS progress, usage, and performance.
- Ensure timely and transparent communication of LMS updates, challenges, and milestones to relevant internal stakeholders.

#### ● LMS Provider Communication

- Work alongside the SBTi's Capacity Building Manager to liaise with the LMS provider, overseeing the platform maintenance feature updates, and technical support.
- Coordinate with the provider to implement system improvements, troubleshoot issues, and ensure the platform aligns with SBTi and SBTi Services' needs and requirements.

#### ● User Engagement and Business Development

- Conduct regular uptake tracking and data analysis to provide insights on LMS performance.
- Track LMS user engagement, including uptake trends by region, sector, and stakeholder type, to identify opportunities for growth and engagement.
- Develop strategies to drive user engagement, especially to encourage participation in the certification function.
- Partner with the SBTi Impact Department to implement initiatives aimed at increasing

platform adoption.

- **Training and Certification Content Coordination**

- Manage the LMS content update process, working closely with the SBTi Services Target Validation team, and SBTi Standards and Communications teams to ensure technical accuracy of new content.
- Collaborate with external consultants to facilitate content creation.
- Oversee module development review timelines and successful incorporation of team feedback into content.

- **End-User Support and Inbound Request Management**

- Act as the primary contact for platform users, addressing inquiries, managing inbound requests, and providing support to enhance user experience.
- Develop and implement a process for efficiently handling user questions, feedback, and issues, ensuring prompt and helpful responses.
- Use data-driven insights to recommend platform improvements.

- **Target Validation and Operations Support**

- Design and implementation of internal digital training tools to ensure consistency of knowledge and processes within teams.
- Provide ad-hoc assistance to the SBTi Services Target Validation and Target Operations teams, including coordinating tasks, tracking progress, and managing timelines for key projects and processes.
- Support day-to-day operational needs, such as updating internal systems, maintaining documentation, and ensuring alignment with established workflows.
- Assist in gathering, organizing, and analyzing data related to target submissions to inform process improvements and operational efficiency.

## Experiences and skills required

- **Project Management Skills:** Demonstrated experience in managing multiple projects with attention to detail, timely completion, and effective coordination across teams.
- **Collaboration and Communication:** Strong interpersonal skills to work across departments and manage relationships with external consultants. Clear and concise communication, both written and verbal.
- **Organized and Detail-Oriented:** Proven track record of efficient task management, maintaining organized processes, and executing follow-up.
- **Technological Proficiency:** Experience with Learning Management Systems (LMS) or similar digital platforms.
- **Technical Proficiency:** Strong analytical skills, with the ability to work with data, identify trends, and make data-driven recommendations.
- **Understanding of Climate Action Ecosystem:** Familiarity with SBTi's mission and standards, as well as the broader climate action landscape, will be highly advantageous.
- **Preferred Experience:** At least 3 years in a similar role relating to e-learning content development or LMS management is a plus.

## Important information before you apply.

- The salary for this role will depend on location and experience level.
- This role is a fixed-term contract for 12 months with the possibility of extension.
- Interested candidates should be legally allowed to work in the specified countries and already be visa holders. **The SBTi cannot sponsor working visas.**

**What we offer:**

- Working in one of the most successful and fastest-growing initiatives driving climate action;
- Exciting and challenging tasks in a dynamic, international, innovative, and highly motivated team;
- Training and development;
- Attractive holiday package.

**If you are interested, please apply [here](#).**

SBTi Services is an equal opportunity employer - committed to building an inclusive workplace and diverse staff, where all can thrive. We welcome and strongly encourage applications from candidates of all identities and backgrounds, and do not discriminate based on race, color, religion, gender or gender identity, sexual orientation, national origin, disability, or age.