

**EAST SUSSEX FIRE AUTHORITY**

**Job Description**

**Job Title:** E-Learning Content Developer

**Job Family:** JF3

**Reporting to:** Workforce Development Manager

**Responsible for:**  N/A

**DBS Check Level:**Standard

**Main purpose of the job:**

To design, develop & maintain engaging e-learning content and administer the Learning Pool Learning Management System (LMS) to support all staff development and meet training delivery objectives. The role will ensure all E-Learning solutions meet organisational needs, maintain compliance with training requirements and enhance user experience and accessibility standards.

To promote and champion this resource, creating a positive and effective user experience.

This role sits within Workforce Development, People Services.

**Main duties and responsibilities**

##### Knowledge

* Create and maintain e-learning modules using tools such as Articulate, Adobe Captivate and Learning Pool’s authoring tool, Adapt. To adapt or develop training packages to deploy onto website
* Collaborate with subject matter experts to gather and translate complex content into interactive, accessible and engaging e-learning resources
* Monitor course completion rates, generate reports and provide analytics on learning activity and user engagement
* Manage & maintain the Learning Pool LMS (Learning Management System), including user accounts, permissions and content libraries
* Conduct regular reviews of e-learning content to ensure it remains current, accurate and effective and ensure that all training records are accurate and up to date in the LMS
* To use appropriate technological and electronic tools to ensure the suite of e-learning packages are up to date, accessible and meeting Service needs.
* To analyse and review content, keeping up to date with relevant legislation, systems and organisational procedures.
* To benchmark the e-learning platform, introducing changes where necessary to provide an accessible, attractive and interactive platform
* To organise, plan and meet objectives set for the completion of work to a high standard and for the knowledge required for the planning, organising, directing, and controlling of resources.

1. Problem solving

* To troubleshoot LMS related issues and liaise with Learning Pool support when necessary
* Implement feedback mechanisms to continually improve learning materials and user experience
* Develop user guides and FAQs for common LMS functions
* To maintain and keep the Workforce Development (WFD) section of the intranet updated, in conjunction with the corporate Web Content Administrator.
* Support the organisation in meeting statutory and regulatory training requirements
* To produce accurate and timely reports for a range of audiences in an appropriate and usable format, making recommendations to inform decision making
* To use own judgement and initiative when resolving issues to achieve the required result.

1. Accountability

* Keep up to date with relevant legislation and organisational procedures whilst ensuring

e-learning materials comply with accessibility standards (e.g. WCAG) and organisational branding guidelines

* To conduct high level technical research and contribute to the development of strategic e-learning plans and policies
* To develop and maintain effective working relationships with internal and external colleagues, other Fire and Rescue Services, external partners and other bodies whose decisions impact on the e-learning platform.
* Promote and demonstrate the values of our organisation

**General Responsibilities**

This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level or responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the evaluation and grading of the post.

All staff must comply with all ESFRS Polices including Equal Opportunities and Health and Safety at Work.

Safeguard and promote the welfare of children and protection of vulnerable adults in line with the policies of East Sussex Fire and Rescue Service and East Sussex Fire Authority.

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**Person Specification**

The person specification focuses on the knowledge, qualifications, experience and skills (both general and technical) required to undertake the role effectively. If you are applying for this role then please ensure that you demonstrate that you meet all the essential criteria.

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| **Job Title:** E-Learning Content Developer | **Directorate:** People Services |
| **Job Family:** 3 | **Department:** Workforce Development |
| **DBS Check Level:**Standard | |

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| **ESSENTIAL CRITERIA** | |
| **Knowledge (incl. Interpersonal and communication skills)** | |
| 1. | Excellent IT skills, including all Microsoft Office applications (Word, Excel, PowerPoint, Outlook). |
| 2. | Able to prioritise and organise a busy work schedule. |
| 3. | Excellent communication skills, including verbal, written and interpersonal |
| 4. | Thorough knowledge in ADAPT web authorising tool to develop training packages |
| 5. | Strong attention to detail and commitment to high-quality work |
| **Qualifications** | |
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| 6. | Educated to GCSE level (or equivalent) qualifications in Maths and English at Grade C/ 4 (or equivalent) |
| 7. | Qualification or experience in website or e-learning development |
| **Experience** | |
| 8. | Providing professional and accurate e-learning platform advice to a range of internal/external stakeholders. |
| 9. | Conducting high level technical research and contributing to the development of strategic e-learning plans and policies |
| 10. | Managing or maintaining Learning Management System (LMS) environments |
| 11. | Utilising video and graphic editing tools |
| 12. | Analysing and interpreting information to produce reports and make recommendations for improvements as required. |
| 13. | Strong problem-solving skills with the ability to anticipate problems and resolve issues independently, planning solutions and make sound pragmatic decisions. |
| 14. | Experience of working with subject matter experts (SMEs) to develop training materials |
| 15. | Proficiency in e-learning authoring tools and proven experience in designing and developing e-learning content |
| 16. | Understanding of accessibility standards, e.g. WCAG, in e-learning |
| 17. | Commitment to Continuous Professional Development |
| 18. | Ability to work independently and as part of a team |
| **Other** | |
| 19. | Commitment to diversity and aims of the organisation |
| 20. | Commitment to Safeguarding and the welfare and protection of children and aims of the organisation |
| 21. | Mobility sufficient to enable travel throughout the county |
| 22. | Able to converse at ease with customers and provide technical and/or professional advice in accurate spoken English |
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| **DESIRABLE CRITERIA** | |
| **Knowledge (incl. Interpersonal and communication skills)** | |
| 1. | Knowledge of SCORM, xAPI, and LMS integration |
| **Qualifications** | |
| 2. | Degree in Instructional Design, Learning Technologies or a related field |
| 3. | Certification in e-learning authoring tools or LMS administration |
| **Experience** | |
| 4. | Familiarity with adult learning principles and instructional design methodologies |