

Job Description

LMS and eLearning System Lead

Role Summary

You will manage, continually develop and maximise the value of MacIntyre's Learning Management System (LMS) and eLearning portfolio. This involves the implementation of an upgraded LMS system and the ongoing provision of support, training and reporting to internal stakeholders.

You will administer the LMS' online systems to maintain records of both compliance and quality training, revalidation and qualification records. In addition, you will play a lead role in developing and creating engaging, high quality and sector-leading eLearning that is ambitious for staff and people we support across MacIntyre.

This role will involve liaising directly with area, programme and frontline managers, HR and compliance colleagues, and external organisations and suppliers. As well as regularly communicating with external suppliers to resolve system issues and develop improvements, you will be expected to produce regular reports and analysis for the Senior Management Team.

You will report to the Workforce Director.

Our job descriptions are written with the following four key points about MacIntyre in mind:

1. Our Vision

For all people with a learning disability to live a life that makes sense to them.

2. Our Mission

We will support a sense of wellbeing through a celebration of each person's unique gifts, talents and contributions, the quality of our relationships and ensuring the promotion of real opportunities to connect with others.

3. Our purpose

To achieve excellence in everything we do.

MacIntyre's "*primary purpose*" is to make a positive contribution to the lives of children and adults with disabilities. We make this contribution by ensuring that all our interactions are great, that our knowledge and skills represent excellence and that we support people to develop purposeful and warm relationships. Our "*secondary purpose*" is to have a positive influence in our local communities and on our sector by connecting well, nurturing partnerships and demonstrating best practice.

4. Our DNA

MacIntyre has a particular way of working with people and because it is so important to all our activities we call it our DNA. It is a combination of our values and the way that we put those values into actions that is unique to MacIntyre. Through our Promises and Value Base, the promotion of Great Interactions™ and Person Centred Approaches, we aim to support every person to live a life that makes sense to them, with a level and style of support of their choosing.

Responsibilities

You will be required to carry out a range of duties within your role. The key responsibilities for this role are detailed below but there will be other duties consistent with the role that you may be requested to undertake by your line manager.

The People We Support

1. Build strong relationships with operational colleagues at all levels in order to identify and define LMS and eLearning development priorities, so that the needs of people we support are effectively met by staff.
2. Develop data sets and reporting to support the evaluation and quality assurance of learning and development programmes, and to demonstrate their impact on the people we support.

Our Staff

3. Design, develop and implement high quality eLearning content, which engages staff and makes effective use of new and emerging technologies, such as video and gamification.
4. Create user friendly, online structures for learning frameworks such as Professional Development Portfolios, staff induction, the Care Certificate and qualification courses.
5. Design presentations and materials and deliver engaging training to managers and administrators in the effective use of the LMS system.
6. Create and maintain user friendly LMS and eLearning resources including guidance aids, presentations and videos.
7. Oversee the LMS helpdesk function and provide support and guidance to internal and external stakeholders, including answering queries and providing proactive assistance to resolve issues raised.
8. Build a collaborative, mutually supportive and high performing LMS team function.

Quality

9. Lead on upgrades to MacIntyre's LMS, producing and delivering to a project management plan on time.
10. Develop, implement, manage and update the Learning Management System and its additional linked and embedded resources.
11. Provide timely, accurate and relevant LMS reports for managers and directors, as requested.
12. Consult with internal and external subject matter experts to develop high quality and sector-leading eLearning, that is ambitious for staff and for the people we support.
13. Ensure that all eLearning material is regularly reviewed and updated, at least annually.
14. Develop relationships and partnerships with organisations within the learning and development eLearning and LMS sectors.
15. Provide recommendations to the Head of Learning and Development and Workforce Director regarding developments to both the LMS and eLearning platforms.
16. Adhere to data sharing protocols required under Data Protection legislation and/or General Data Protection Regulations (GDPR).

Sustainability

17. Develop, manage and review processes and systems for managing both internal and external requests for eLearning and LMS reporting functions.
18. Manage specific budgets, income and expenditure in relation to eLearning and LMS development, sourcing, hosting and support.
19. Manage relationships with external suppliers who provide technical support to the LMS and development software.
20. Work with MacIntyre's IT team and external suppliers, to ensure formal testing and the smooth implementation of any changes to the LMS system and associated data feeds.
21. Identify actions needed to resolve issues, incidents and risks, and ensure that LMS housekeeping protocols are applied effectively.

22. Identify and log all system faults and issues, liaising with the external supplier to ensure timely resolution.
23. Convey requirements to external suppliers to support development work and to ensure that requirements are met by the supplier.
24. Maintain regular communication with external suppliers for general updates on progress or issues.

Person Specification

Below is a list of the typical skills, qualities and experience we would expect you to have to enable you to carry out this role successfully, and how they underpin the Responsibilities set out above in this Job Description.

Skills Qualities & Experience	People We Support	Our Staff	Quality	Sustainability
Essential				
Strong understanding of online learner management systems	X	X	X	X
Strong understanding of database and user experience design		X	X	
An understanding of common data reporting tools and structuring queries			X	
An understanding of data protection legislation and GDPR		X	X	
Experience of designing multimedia learning resources		X	X	
Experience of providing a helpdesk function		X		
Experience of working with external stakeholders and suppliers			X	X
High level of IT literacy and confidence			X	
Excellent organisational skills			X	
Excellent communication skills (both verbal and written)	X	X	X	X
A belief that people with learning disabilities have the right to participate in making decisions about the services they receive and to access learning opportunities and wider experiences	X			
A commitment to supporting high quality service delivery			X	
Ensuring compliance with regulatory and internal policy requirements			X	X
Current driving licence with access to car and ability to travel for work, including occasional overnight stays				X
Ideal				
A working knowledge of relevant legislation including Equal Opportunities, Diversity, Human Rights, Safeguarding, Health & Safety.	X		X	
Good understanding of new and emerging technologies and how these can be adapted to eLearning opportunities				X
Experience working in social care				X
Experience of eLearning design software, such as Articulate			X	
Experience in recording and editing video and audio			X	
Experience of delivering webinars and online meetings			X	
Experience of designing and delivering training to internal stakeholders		X	X	
Educated to degree level, or equivalent experience			X	