

## Digital Learning Specialist

Division/Department	HR / Training & Development
Reports to	Training & Development Business Partner
Responsible for	n/a

### Role Overview

#### General

Responsible for developing and producing high quality digital learning resources and working collaboratively with colleagues and external parties to ensure digital learning is produced to a high standard and meets the training needs of the organisation.

Continuously evolve and manage the Learning Management System (LMS) to improve engagement for learners.

Working with stakeholders and other members of the Training and Development team, maintain and deliver an annual schedule of regulatory and mandatory learning events, ensuring that all stakeholders understand and agree priority deliverables.

Collaborate with stakeholders, subject matter experts, sponsors and the Training Business Partners to develop and deliver innovative digital learning resources across a range of topics, primarily regulatory and mandatory learning.

Review and improve the current suite of regulatory digital learning modules, applying instructional design and the latest technology and gamification theory to enhance the engagement in learning.

Working with the Training and Development Manager and Training Business Partners, source, implement and manage a learning library for use across the organisation.

Create skill based learning paths, utilising existing learning available and creating learning resources where gaps exist.

Develop and enhance reporting capabilities, working closely with the Training and Development Assistant to ensure accurate and timely data.

Ensure measurable metrics are "baked" into all delivered solutions and use the data to analyse results and build reports that provide clarity on the status of regulatory learning throughout the organisation.

In conjunction with the relevant business leader, identify ways in which existing training content can be improved to future proof the business.

Partner with external providers in support of regulatory training requirements where necessary.

#### Digital Learning

- Lead on the creation of effective and relevant online learning sources (eg handouts, quizzes, interactive resource etc) using Articulate Storyline and Rise;

- Leverage knowledge of adult learning theory and instructional design to analyse needs, design, develop and implement modern blended learning solutions aligned with business priorities with an emphasis on creating engaging, interactive, learner-centric, and memory-retentive learning experiences;
- Collaborate with SMEs, stakeholders and sponsors to ensure that learning content is accurate, relevant, effective, and aligned with regulatory requirements and business needs;
- Where an external training route has been agreed, partner with suppliers and providers to agree approach including delivery timescales;
- Manage all aspects of the development cycle including needs analysis, design, implementation, review, and updates;
- Use strong project management skills in developing outcomes and solutions;
- Innovate and push boundaries in the way content is structured, created and delivered;

### **Learning Management System (LMS)**

- Continuously evolve and manage the Learning Management System (LMS) to improve engagement for learners;
- Establish robust process for reporting from the LMS, working closing with the Training and Development Assistant to ensure data is accurate and up-to-date
- Review suitability of LMS and provide recommendations for improvements and updates
- Working with the Training Business Partner, manage relationship with LMS supplier, evaluating operational efficiency and value for money

### **Learning Library**

- Investigate and recommend suitable learning library vendors, ensuring that content is of the highest quality and suits business needs;
- Implement and manage learning library, monitoring usage and effectiveness;
- Create skill based learning paths, utilising existing learning available and creating learning resources where gaps exist;

### **Learning Technology**

- Keep up to date with new learning technologies and recommend changes / updates for to the Training and Development

## **Key Areas of Responsibility**

- Responsible for developing and producing high quality learning resources, including regulatory training;
- Analyse and report on learning data, including producing accurate, timely and regular reporting to inform the Leadership team, stakeholders and sponsors of current "state of play";
- Manage and support the learning technology including the LMS, ensuring all team members can confidently use systems and tools;
- Support and develop other members of the training team as required.

## **Education and Knowledge Requirements**

<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Articulate 360 Storyline, Rise, Vyond experience</li> </ul>	<ul style="list-style-type: none"> <li>• Experience with video editing</li> </ul>

<ul style="list-style-type: none"> <li>• In-depth knowledge of instructional design</li> <li>• Good knowledge and experience using eLearning authoring tools,</li> <li>• Good knowledge of the financial industry, ideally investments, platforms or adviser markets</li> <li>• Working understanding of financial regulations</li> <li>• Excellent Microsoft Office skills</li> </ul>	<ul style="list-style-type: none"> <li>• CIPD qualification (or equivalent)</li> </ul>
Experience Requirements	
Essential	Desirable
<ul style="list-style-type: none"> <li>• At least 5 years' experience working in a training environment, with demonstrable design and delivery skills, especially eLearning</li> <li>• Financial services experience</li> </ul>	<ul style="list-style-type: none"> <li>• Project management skills</li> </ul>
Attributes	
<ul style="list-style-type: none"> <li>• Passion for learning – Keen to provide engaging learning experiences with a desire to continuously improve and adapt, keeping in touch with changing learning technologies and approaches;</li> <li>• Business awareness – Understands the business environment, collaborates with stakeholders, and applies influencing and negotiation skills to achieve desired organisational outcomes;</li> <li>• Team player – Encourages and supports team members, focusing on the team “wins” as well as individual contributions</li> <li>• Multi-tasker - Ability to prioritise workload and meet deadlines;</li> <li>• Strong communicator - with excellent written and verbal communication, including presentation and facilitation skills;</li> <li>• Self-starter – Focus on execution and delivery, with good attention to detail</li> </ul>	
Competence Requirements	
<p><b>Working with others</b> (Level B) Works collaboratively with others to achieve common goals</p> <p><b>Impact and influence</b> (Level C) Builds rapport, uses persuasion and influence to obtain support and buy-in for activities to the benefit of the business</p> <p><b>Leadership</b> (Level C) Demonstrates an ability to drive, motivate and inspire both self and others to achieve goals</p> <p><b>Developing self and others</b> (Level B) Develops self and others, showing a genuine interest in helping others reach their potential</p>	

**Achievement orientation** (Level B)

Works to achieve results and improve individual and company performance through what they do

**Customer orientation** (Level C)

Develops and maintains strong relationships with our customers and understands how this relationship is central to Transacts success

**Relationship building** (Level C)

Builds mutually beneficial, collaborative, long term relationships both internally and externally

**Planning and organising** (Level B)

Has ability to plan, organise and prioritise work

**Innovation and continuous improvement** (Level B)

Seeks and uses ideas to continually improve performance or themselves and the business

**Analytical thinking and decision making** (Level C)

Has ability to analyse, investigate and interpret information, issues and situations to make the right decisions in a timely manner

**Financial and business awareness** (Level B)

Understands what Transact does and the business environment in which it operates

## Accountability

As a financial services company we are bound by various rules and regulations. In this role you are particularly accountable for these areas:

**Compliance and Risk**

- Adhere to all processes and deadlines as required by the Group Compliance department in line with regulations.
- Understand the risks, control and governance requirements for the group and flag and escalate risks and error within your remit.
- Comply with all internal policies and procedures.
- Comply with the Conduct Rules.

**Training and Competence \***

All of our staff are expected to acquire and maintain the desired level of competence for their role which requires them to have the skills, knowledge and expertise needed to discharge the responsibilities of their role. This may include Continual Professional Development (CPD).

You are required to:

- Undertake all training required for your role.
- Attend and participate in internal training courses as required by your role.
- Undertake continual professional development relevant to your role.
- Continue to maintain technical knowledge and contribute to the development of the knowledge of other team members.

\* For definitions, please see the T&C Guide