Role Description Online Learning Developer

Service: **Business Transformation Team - Chief Executive's Department**
Salary: **TEP8**
Reporting to: **CPD Programme Manager**

Purpose of Role:

To lead on online learning development, creating e-learning courses and webinars to support divisional and central services across The Education People, working with a variety of internal and external stakeholders, and third-party suppliers.

To provide advice, support and guidance to all The Education People trainers on online learning design.

To deliver and maintain information, guidance and training on online learning design for all The Education People trainers.

To support the delivery of the Strategic Professional Development Plan.

Please note: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

Annex A: Main duties and responsibilities:

1. To lead the development of online learning courses, sold to schools and other agencies

2. To lead on Moodle, dealing with queries from colleagues and customers

3. To constantly research the market, identify opportunities and gaps, ensuring divisional services are informed and can develop products that are current and unique

4. To keep abreast of new technology relevant to online learning to ensure The Education People's offer remains current and up to date

5. To build and maintain good working relationships with divisional and central services within The Education People, promoting the use of online learning to develop and demonstrate innovative ways to improve delegate experience

6. To liaise with third-party providers to ensure the best possible customer experience

7. To support the advertising and marketing of online learning

8. To contribute to and maintain a robust quality control system for online learning development and delivery, taking responsibility for course design

9. To ensure courses remain relevant and responsive to changing business needs

10. To provide management reports on a regular and adhoc basis

11. To write procedures and user guidance documents

12. To train colleagues of all levels on online learning systems

13. To undertake adhoc/support tasks when required

Annex B: Person Specification

	MINIMUM
QUALIFICATIONS *(if essential)*	• Level 4 Diploma or equivalent or proven ability to do the job
EXPERIENCE	• Collaborating with internal and external stakeholders • Experience of Adapt/Articulate software • Experience of Moodle software • Experience of managing relationships across services • Experience of meeting regular tight deadlines • Experience in handling enquiries from a wide range of groups by telephone, in person and by email
SKILLS AND ABILITIES	• Ability to work on own and as part of a team • Good written and verbal communication skills • Excellent understanding and delivery of effective communication, both written and verbal • Good IT skills • Good interpersonal and organisational skills • Good customer relationship skills • Ability to maintain confidentiality • Ability to learn and work confidently with new IT systems as required • Ability to identify gaps and development opportunities • Ability to successfully manage pressures arising from competing demands, deadlines and priorities, with minimal supervision • Commitment to equalities and the promotion of diversity in all aspects of working • Ability to collect and interpret service and customer requirements
KNOWLEDGE	• Good understanding of online learning software • Good understanding of how to develop e-learning modules • Good understanding of how to edit images • Good understanding of how to create graphics using online software

BEHAVIOURS	At The Education People we are guided by our shared values and expect you to: • Act with **Moral Purpose:** We are driven by our shared moral purpose to do all that we can, both directly and indirectly, to improve educational outcomes and life chances. • Always put **People First:** We are committed to always putting people first: our staff, clients and partners, and above all, the people we serve. • Be **Stronger Together:** We believe in the power of partnership and collaboration, understanding that the very best outcomes are delivered only when we embrace challenge and work together – with each other, our clients and partners. • Demonstrate **Excellence:** We strive to excel in the delivery of high-quality services that produce lasting outcomes: balancing pace, precision, practicality and cost. • Show a **Spirit of Innovation:** We have a restless curiosity; we embrace every opportunity to learn, to challenge the status quo, and to seek to set new standards for outcomes and delivery. • Act with **Integrity:** We expect the highest standards of professionalism and integrity of ourselves and others, acting at all times within the ethical framework of our values.