

# Digital Learning Technical Consultant

## Job Description

<b>Job Title</b>	Digital Learning Technical Consultant
<b>Department</b>	Digital Solutions
<b>Location</b>	Bristol Office
<b>Pay Scale</b>	£32,803 - £38,270
<b>Contract</b>	Permanent
<b>Hours</b>	Full time 37.5 hours per week

## Job Summary

As part of the Service and Support Department the post holder will be responsible for translating client needs into sustainable and impactful learning solution with a focus on user experience. The post holder is responsible for the implementation, training, and support of our Digital Solutions. The role will primarily focus our eLearning Solutions but will also support other solutions as required. The post holder may be required to contribute to the development, implementation, dissemination and delivery of other projects across the WDT technical programme.

Our eLearning Solutions include:

- Moodle eLearning platform.
- Totara Learning Management System.
- Compliance and reporting tools (WIRED).

## The post holder will

1. Analyse client needs and learning requirements to advise on how best to configure and deploy our solutions.
2. Manage the implementations in accordance with agreed timescales, cost, and quality.
3. Deliver training in the usage of eLearning solutions to end users and administrators.
4. Support the Helpdesk on eLearning matters and act as part of the 2<sup>nd</sup> line escalation team.
5. Provide pre-sales support and attend client scoping meetings.
6. be a self-starter with the ability to manage their own workload and perform duties with minimum direction.
7. be able to travel to client meetings across the UK.

In fulfilling the duties of the post, the post holder will work within broad WDT policies and procedures.

## **Key Responsibilities**

### **Implementation, Training and Operational Support**

- Manage the rollout, implementation, and onboarding of eLearning solutions, including:
  - Configuring Totara and Moodle platform for clients
  - Setting up new clients on single and multi-tenancy environments;
  - Setting up account hierarchy;
  - Creating courses and certifications;
  - managing client changes;
- Acts as the point of contact for customers during the implementation and onboarding phase.
- Provide 2<sup>nd</sup>/3<sup>rd</sup> line support for eLearning Solutions (Totara, Moodle and Wired), and support the 1<sup>st</sup> line support agents.
- Assist in the day to day maintenance of the eLearning solutions.
- Develop and maintain:
  - implementation and onboarding processes.
  - Product training and support materials.
  - project documentation.
- Support the department in the training, implementation and support of eLearning Solutions to ensure the smooth delivery of solutions to clients.
- Work with the wider Digital Solutions department in the management, development and support of our solutions.
- Provide product training to clients and WD Trust staff via webinars and face to face (classroom style).
- Attend and host client implementation meetings to plan and influence the build and delivery of eLearning solutions.
- Work with clients to ensure they are getting effective usage and value from our products.
- Oversee the maintenance and operation of licensing and control arrangements governing user access.
- Provide regular feedback to Management Team on the project plans and implementation status, highlighting areas of concern before they become exceptions.
- Capture feedback from clients and users regarding the quality of the implementation, support, and product functionality.
- Contribute to the development and delivery of tools and workforce solutions as directed by Senior Manager Technical Development.
- Manage client expectations and measure customer satisfaction.

### **COMMUNICATION AND KEY WORKING RELATIONSHIPS**

- WD Trust Managers and Employees
- NHS Organisations
- External agencies and organisations
- Service Users

## Person Specification

Job Title: Digital Learning Technical Consultant

Directorate: Digital Solutions

CRITERIA	ESSENTIAL	DESIRABLE	EVIDENCED BY: (SEE KEY BELOW)
<b>Education + qualifications</b>			
Degree or equivalent qualifications experience	X		A / S
PRINCE2 Foundation or practitioner qualification or equivalent.		X	A
<b>Knowledge</b>			
Knowledge of LMS solutions to an advance level		X	
Knowledge of Moodle to an intermediate level		X	A / S
Knowledge of Totara to an intermediate level		X	A / S
Knowledge of training / education theory		X	A / S
Knowledge of Microsoft Excel to intermediate level		X	A / S
Knowledge of project management principles		X	A / S
Knowledge of NHS structures / processes		X	A / S
Knowledge of L&D training approaches and policies		X	A / S
<b>Experience</b>			
Experience of developing expert system knowledge.	X		A / S
Experience of configuring and designing complex systems	X		A / S
Experience of learning management systems (LMS) or similar		X	A / S
Experience of managing a Moodle based system		X	A / S
Experience of managing a Totara based system		X	A / S
Experience of providing technical support to clients	X		A / S

Experience of implementing system for clients	X		A / S
Experience of project management in the healthcare sector		X	A / S
Experience of building effective working relationships with stakeholders and others	X		A / S
Experience of delivering training via webinars and face to face.	X		A / S
<b>Skills + abilities</b>			
Good presentation skills	X		S
Ability to interact and communicate professionally with colleagues and clients at all levels in order to build and maintain positive working relations	X		S
Ability to effectively communicate complex information to staff / customers	X		S
Understanding/experience of learning needs analysis in an operational context (establishing with Clients their training and development needs in the context of eLearning)		X	A / S
Ability to deal with competing timescales across different workstreams (dealing with multiple clients concurrently)	X		S
<b>Other</b>			
Ability to travel within the UK with occasional overnight stays	X		S

**Key:**

A = Application Form

S = Selection Process will always include a panel interview and may also include one of the following; presentation, in tray exercise, group exercise, role play, two to one interview



## Job Description Completion

<b>Name</b>	Tom Woolrych
<b>Job Title</b>	Service and Support Manager
<b>Department</b>	Digital Solutions
<b>Date</b>	03/10/2019

All job descriptions are subject to review. All post holders are expected to be flexible and prepared to carry out any similar or related duties that do not fall within the work outlined. The line manager, in consultation with the post holder will undertake any review.

### Safeguarding

The Workforce Development Trust Ltd are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expect all employees to share this commitment.

### Equal Opportunities

The Workforce Development Trust Ltd are committed to eliminating unlawful discrimination and promoting equality of opportunity. Every employee has a personal responsibility to:

- Ensure their behavior is not discriminatory
- Does not cause offence
- To challenge the inappropriate behaviours of others
- Adhere to the Equal Opportunities policy

### Health and Safety

Under the provisions contained in the Health and Safety at Work Act (1974), it is the duty of every employer to:

- Take reasonable care of themselves and for others at work
- To co-operate with The Workforce Development Trust Ltd as far as is necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided, including personal protective equipment for Health and Safety or welfare at work

The Workforce Development Trust Ltd will take all reasonable practical steps to ensure your health, safety and welfare whilst at work. If employed, you must familiarise yourself with the Health and Safety policy and Fire Safety rules. It will be your legal duty to take care of your own health as well as that of your colleagues.

### Confidentiality

Within this role there will be a need to use or be party to confidential information. The employee may not disclose any information of a confidential nature relating to The Workforce Development Trust Ltd or in respect of which The Workforce Development Trust Ltd has an obligation of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or required by law.

The unauthorised use or disclosure of personal information no matter whether in verbal, written, or electronic format, or through negligence, is regarded as misconduct.



Employees are expected to act with integrity both inside and outside the work place.

### **Data Protection**

If you apply for a position with the Workforce Development Trust, we will use the information you provide to assist in the recruitment and selection process. Under GDPR, the general information that you supply about yourself is known as your personal data and information about any criminal convictions, ethnic origin and health, amongst other things, is referred to as 'sensitive personal data'.

The Workforce Development Trust takes the security of your data seriously, and will not share your data with third parties, unless your application for employment is successful and it makes you an offer of employment. The Workforce Development Trust will then share your data with former employers to obtain references for you, employment background check providers to obtain necessary background checks and, where necessary, the Disclosure and Barring Service to obtain necessary criminal records checks. The Company has a legitimate interest in processing personal data during the recruitment process and for keeping records of the process. Processing data from job applicants allows the Workforce Development Trust to manage the recruitment process, assess and confirm a candidate's suitability for employment and decide to whom to offer a job. The Workforce Development Trust may also need to process data from job applicants to respond to and defend against legal claims.

Your information may be shared internally for the purposes of the recruitment exercise. This includes members of the HR team, interviewers involved in the recruitment process, managers in the business area with a vacancy and IT staff if access to the data is deemed necessary. We will hold details of all applicants until the post applied for is filled. After which, if the candidate is unsuccessful, all documents held will be confidentially disposed of, both electronically and physically. Data will not be held for any longer 3 months of receiving an application. At the end of that period, your data will be deleted or destroyed. If you wish for your data to be destroyed before this period, you may contact the HR department and request for your data to be deleted. If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personnel file and retained during your employment.

### **Other Employment**

You may not without prior permission in writing of The Workforce Development Trust Ltd, be employed or otherwise engaged in any other business, trade or profession, either directly or indirectly in any capacity whatsoever.