

LMS Administrator (Maternity Cover)

Job Description

Job Title	LMS Administrator
Department	Digital Solutions
Location	Bristol Office
Pay Scale	£28,156 - £33,788
Contract	12 months fixed term contract
Hours	Full time 37.5 hours per week

Job Summary

The post holder is responsible for day to day management of the WDT Learning Management System LearnSpace, a Totara-based system. They are responsible for the support, design, development, implementation, delivery, and maintenance of content, assets, and other resources used for WDT course delivery.

The post holder will

- Manage the LearnSpace LMS on a day to day basis carrying out all necessary tasks to support the creation, testing and delivery of WDT courses
- Manage the content repository and course library
- Assist in setting up new clients on the LMS
- Support 1st level helpdesk on LMS matters

Occasional UK travel may be required as part of this role

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

Key Responsibilities

Operational support

- Managing the Totara-based LMS on a day to day basis
- Creating new courses and certifications
- Managing the content repository and course library
- Testing all new content and on-boarding content from partners
- Setting up new clients in a multi-tenancy Totara system in conjunction with the Implementation team in line with different service tiers
- Acting as second level helpdesk for LearnSpace matters
- Running internal system and client usage reports.
- Setting up and managing other client content interfaces such as AICC type and LTI links

COMMUNICATION AND KEY WORKING RELATIONSHIPS

- Skills for Health Managers and Employees
- Other NHS Organisations
- External agencies and organisations
- Service Users

Person Specification

Criteria	Essential	Desirable
Education and Qualifications		
Degree or equivalent qualifications experience		X
Knowledge		
Knowledge of Moodle to an advanced level	X	
Knowledge of Totara		X
Knowledge of training / education theory		X
Knowledge of project management principles		X
Knowledge of Microsoft Excel to intermediate level		X
Experiences		
Experience of managing a Moodle based system	X	
Experience of managing a Totara based system		X
Experience of building effective working relationships with stakeholders and others	X	
Skills and Abilities		
Ability to effectively communicate complex information to staff / customers	X	
Understanding/experience of learning needs analysis in an operational context (establishing with Clients their training and development needs in the context of elearning)	X	
Ability to deal with competing timescales across different workstreams (dealing with multiple clients concurrently)	X	
Other		
Ability to travel within the UK with occasional overnight stays	X	



Job Description Completion

Name	Terry Fido
Job Title	Product and Development Manager
Department	Digital Solutions
Date	January 2020

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.