

## Job Description

**Job Title:** Learning and Development Digital Specialist  
**Reports to:** Head of Learning and Development  
**Grade Band :** E  
**Location:** Home based with occasional travel

### Purpose

The purpose of the role is to be the learning management system (LMS) specialist within the Shaw Trust Learning and Development (L&D) team, providing digital learning and data management support to colleagues across Shaw Trust. The role includes helping and advising Shaw Trust colleagues on how to access and use online learning and development support tools, as well as managing the LMS, creating and editing content and producing user reports.

### Main Duties and Responsibilities

1. To manage the Shaw Trust learning management system (approx. 3,000 users), including:
  - i. Providing and managing the access of colleagues to the LMS
  - ii. maintaining and improving the LMS content
  - iii. easing accessibility to the LMS content
  - iv. enhancing colleagues' use of the LMS
  - v. answering LMS related queries sent to the L&D helpdesk.
2. To run, collate and analyse L&D reports on completion of e-learning courses as required for internal stakeholders.
3. Designing, creating, developing, launching, reviewing and editing e-learning training programmes, and researching and introducing new e-learning training tools, methods and modules where appropriate.
4. To work with the L&D team to provide data entry, maintenance (including updating digital content and information) and reporting on L&D systems and online support tools, including, but not limited to, uploading L&D information on internal platforms and processing requests for learning and development.
5. To ensure, wherever possible, that L&D activity within Shaw Trust meets legal and contractual requirements, required compliance standards and links into external accreditation.
6. To research and develop new learning technologies that drive performance and lead the application of these technologies across Shaw Trust as appropriate.

7. To provide appropriate training and development opportunities that improve individual and overall business performance.
8. To effectively design and deliver training when required for colleagues across Shaw Trust, particularly in accessing and utilising online learning and development support tools. This will sometimes be provided in a face-to-face environment and sometimes over a video conference platform.
9. To oversee the day-to-day relationship with L&D suppliers and consultants.
10. To create a climate conducive to learning with consideration to diversity, individual needs and learning styles so that training activities are accessible to all and free from any cultural or other bias that may lead to discrimination.
11. To ensure that learning and development opportunities are provided to meet specified individual and directorate needs.
12. To participate in cross-functional project teams relating to new business streams, ensuring that induction and L&D programmes are designed and delivered to meet operational and contractual requirements.

## Other

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.
4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
5. The Trust has a Diversity and Inclusion Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The

post holder must meet the requirements of the Data Protection Act at all times.

7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust 's risk management arrangements.
8. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. Recycle and manage energy within your environment in line with Shaw Trust's Strategic aim to adopt green approaches and become carbon neutral.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.

<p><b>Person Specification</b></p> <p><b>Job Title: L&amp;D Digital Specialist</b></p> <p>(E=Essential D=Desirable)</p>
<p><b>SKILLS AND CORE COMPETENCIES</b></p>
<p><b>Technical competency (qualifications and training)</b></p> <ul style="list-style-type: none"> <li>• Confident in learning management systems, ideally based on a Moodle platform <b>(E)</b></li> <li>• Able to use H5P and other content creation software to create interactive learning training modules <b>(D)</b></li> <li>• Recognised training qualification (e.g. digital learning qualifications etc.) or willingness to work towards <b>(D)</b></li> </ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• In depth knowledge and experience of administering learning management systems, ideally Moodle <b>(E)</b></li> <li>• Confident and experienced in handling queries from users of learning management systems <b>(E)</b></li> <li>• Experienced in designing and managing reports on e-learning course completion rates <b>(E)</b></li> <li>• Experience of designing, creating and maintaining digital content and e-learning courses <b>(E)</b></li> <li>• Experienced in using H5P to create interactive e-learning content <b>(D)</b></li> <li>• Experience of designing, delivering and facilitating training sessions, both in-person and via video link, including as part of blended learning solutions <b>(D)</b></li> <li>• Good track record of delivering successful learning and development initiatives in a complex and diverse organisation <b>(D)</b></li> <li>• Experience of working remotely within a large, dispersed team <b>(D)</b></li> <li>• A practical and theoretical knowledge of training and development strategies. <b>(D)</b></li> </ul>
<p><b>Skills and Attributes</b></p> <ul style="list-style-type: none"> <li>• Excellent IT skills and able to maximise IT resources to enhance learning experiences <b>(E)</b></li> <li>• Able to independently manage projects through to successful completion <b>(E)</b></li> <li>• Working with stakeholders, including senior leaders, on e-learning, database and system needs and suggesting appropriate solutions <b>(E)</b></li> <li>• Proficient in PowerPoint, Word, Outlook, Excel and Teams <b>(E)</b></li> <li>• Good attention to detail <b>(E)</b></li> <li>• Strong organisational skills <b>(E)</b></li> <li>• Able to communicate effectively, both verbally and in writing and at all levels <b>(E)</b></li> <li>• Using own initiative, able to problem solve <b>(E)</b></li> <li>• Training design, delivery and facilitation skills <b>(D)</b></li> </ul>

**Personal qualities, communicating and relating to others**

- Enthusiasm, passion and dedication for databases, e-learning systems and solutions **(E)**
- Flexible and able to respond to the changing needs of the business **(E)**
- Resilient in approach, independent and reliable **(E)**
- Self-starter and able to work with minimum supervision **(E)**
- Positive, forward thinking and innovative in problem solving **(E)**
- Consistent and optimistic attitude **(E)**

**Safeguarding**

- Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. **(E)**
- This post requires a Basic Disclosure and Barring Service Check **(E)**

**Other**

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. **(E)**