ROLE PROFILE

Job Title	**Learning Management System Specialist**
Business Unit / Group Function	Central Services
BU Team / Sub-Function	Human Resources
Location	SBP
Leader	Learning and Development Manager
People Leadership	No
Job Level	4B

Role Purpose

To support the design and implementation of a new global Learning Management System. Finding opportunities for continuous improvement, keeping the system up to date and providing insightful learning data. Whilst supporting the development of digital learning solutions.

Accountabilities

- Complete the discovery and implementation phase of the LMS project.

- Providing detailed, high level technical advice to the Learning & Development Team in relation to learning technology trends, digital learning solutions and processes to maintain a credible LMS.

- Coordinating with stakeholders to map skills to competencies for each of our job families, ensuring that Learning solutions are appropriately assigned to each user.

- Developing LMS policies, procedures, and governance.

- Leading on controlled testing, pilot launch, go live launch and provide ongoing support.

- Design, develop and deliver system training on how to use the LMS effectively.

- Advising on, design, and develop digital learning solutions.

- Liaising with external contacts to troubleshoot and solve system issues.

- Continuously improving the design of the LMS and learning solutions, identifying the most efficient ways of working.

- Ensure the LMS is always maintained and up to date.

- Provide data and analysis on learning trends, compliance reporting and efficiency of learning solutions.

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HRBP:	Kirsty Morris
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Core competencies

Apply Expertise & Technology

- Applies specialist and detailed technical expertise.
- Develops job knowledge and expertise through continual professional development.
- Share's expertise and knowledge with others.
- Uses technology to achieve work objectives.
- Demonstrates appropriate physical co- ordination and endurance, manual skill, spatial awareness, and dexterity.
- Demonstrates an understanding of different organisational departments and functions.

Creating & Innovating

- Produces new ideas, approaches, or insights.
- Creates innovative products or designs.
- Produces a range of solutions to problems.
- Seeks opportunities for organisational improvement.
- Devises effective change initiatives.

Delivering Results & Meeting Customer Expectations

- Focuses on customer needs and satisfaction.
- Sets high standards for quality and quantity.
- Monitors and maintains quality and productivity.
- Works in a systematic, methodical, and orderly way.
- Consistently achieves project goals.

Planning & Organising

- Sets clearly defined objectives.
- Plans activities and projects well in advance and takes account of possible changing circumstances.
- Identifies and organises resources needed to accomplish tasks.
- Manages time effectively.

Learning & Researching

- Rapidly learns new tasks and quickly commits information to memory.
- Gathers comprehensive information to support decision making.
- Demonstrates a rapid understanding of newly presented information.
- Encourages an organisational learning approach (i.e., learns from successes and failures and seeks staff and customer feedback).
- Manages knowledge (collects, classifies, and disseminates knowledge of use to the organisation)

Relating & Networking

- Establishes good relationships with customers and staff.
- Builds wide and effective networks of contacts inside and outside the organisation.
- Relates well to people at all levels.
- Manages conflict.
- Uses humour appropriately to enhance relationships with others.

Skills, experience, and qualifications

- Proficient IT and relevant system skills (Microsoft office skills, Articulate 360, Photoshop and InDesign)
- Ability to analyse and interpret data for a range of purposes.
- Strong communication skills and the ability to present data and concepts to influence a range of stakeholders.
- Strong presentation skills.
- Ability to understand business requirements and provide specialist impartial advice.
- Ability to recognise opportunities for improvement.
- Experience in a Learning and development environment and of an LMS implementation.