**ROLE PROFILE**

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| **Role Details** | |
| Role Title: | Learning Management System (LMS) Development Manager |
| Directorate: | Emergency Response |
| Hours: | 36.25 |
| Grade: | Subject to Job Evaluation |
| Location: | Fire Service Headquarters |

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| **Organisational Arrangements** | |
| **Reporting to:** | Improvement Projects Manager, Operational Information Team |
| **Role Purpose** | To introduce, develop, manage and administer the Greater Manchester Combined Authority (GMCA) LMS.  To ensure the LMS delivers all customer requirements and is intuitive, effective and operates efficiently for the organisation’s stakeholders and end users.  To continually develop the LMS aiming for continuous improvements based on customer feedback. |

**Main Responsibilities – Role Specific**:

* Provide support for the LMS Project Manager (PM) for the duration of the new LMS project (expected to be an initial 12-18 month project implementation period)
* Work with the new PM to develop end user requirements and new policies, procedures and guidance for a new LMS
* Take ownership of the review and revision LMS policies, procedures and guidance post-project
* Advise the new LMS PM on various systems’ functionality and suitability during the procurement process
* Build an intuitive, effective and efficient LMS structure ready for launching into the service
* Ensure appropriate end user acceptance testing is completed for routine maintenance and for launch purposes
* Gather customer feedback and use this to continue to develop the new LMS for the benefit of the organisation’s stakeholders and end users
* Act as the LMS gatekeeper and manage a control and commissioning process for information being added to and taken from the LMS – including end user access
* Provide management reports at appropriate levels to enable those responsible to ensure learning is completed appropriately and to the correct standard
* Present data in the most informative and effective way to assist in the creation of meaningful learning information for managers
* Advise contributors on assessment of knowledge to ensure consistency
* Act as the first point of contact for system stakeholders and end users, ensuring any queries are resolved quickly and efficiently
* Provide advice and guidance on the use, process and development of the new LMS
* Provide training materials and deliver training as to stakeholders and/or end users as required
* Quality assure the learning content provided by stakeholders and the E-learning developer
* Ensure the LMS is up to date, accurate and in line with GMCA requirements
* Work with the system supplier and Digital Services department regarding updates, improvements and new functionality
* Act as the first point of contact for contract management queries with the supplier to ensure any day to day issues are picked up and resolved and escalate where appropriate
* Ensure employee data is protected in line with the General Data Protection Regulation (GDPR)
* Assist in Data Migration from and to existing systems and processes to new systems and processes as required
* Ensure all duties are completed in a timely manner and to quality standards within set timescales and meet deadlines as required
* Support the production of E-learning packages, in partnership with the E-Learning developer, ensuring they are accurate, current, engaging and interactive when required

**Main Responsibilities – Directorate Specific**

* Identify and contribute to upskilling opportunities for colleagues within and beyond the directorate.
* Build effective relationships with clients, customers and key stakeholders.
* Review people performance indicators and people intelligence to identify and address issues arising, spot trends and take appropriate action to learn, share and improve.
* Seek feedback and elicit wider priorities to support and enable colleagues to meet the needs of the organisation.
* Pro-actively contribute to continuous improvement of people systems and processes to ensure procedures, policies and guidance are updated in line with legislative and social changes.
* Develop on-going communication and engagement channels and methods to keep the wider directorate team, internal and external customers up to date.
* Provide positive challenge to colleagues across the organisation in considering how things can be done better and more effectively.
* Undertake such other activities which are commensurate with the grade of the post as may be required from time to time.

**Other**

* Promote and role model behaviours that ensure no discrimination against your fellow employees, or potential employees on the grounds of their sex, sexual orientation, marital status, race, religion, creed, colour, nationality, ethnic origin or disability.
* Safeguard at all times confidentiality of information relating to existing and former colleagues.
* Refrain from smoking in any areas of Service premises.
* Adhere to all relevant Service Policies and Procedures, behaving in a manner that reflects this.

**Records Management/ Data Protection -** As an employee of the Service, you have a legal responsibility for all records (including employee health, financial, personal and administrative) that you gather or use as part of your work with the Service. The records may be paper, electronic, microfiche, audio or videotapes. You must consult your manager if you have any doubt as to the correct management of the records with which you work.

**Confidentiality and Information Security -** As a Service employee you are required to uphold the confidentiality of all records held by the Service, whether employee records or Service information. This duty lasts indefinitely and will continue after you leave the Service employment. All employees must maintain confidentiality and abide by the Data Protection Act.

**Data Quality -** All staff are personally responsible for the quality of data entered by themselves, or on their behalf, on the Service’s computerised systems or manual records (paper records) and must ensure that such data is entered accurately and, in a timely manner to ensure high standards of data quality in accordance with Departmental protocols.

To ensure data is handled in a secure manner protecting the confidentiality of any personal data held in meeting the requirements of the Data Protection Act 1998 and the General Data Protection Regulation (GDPR) in force from May 2018.

**Health and Safety -** All employees of the Service have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Service to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the Service’s undertakings.

**Service Policies -** All Service employees must observe and adhere to the provisions outlined in these policies.

**Equal Opportunities -** The Service provides a range of services and employment opportunities for a diverse population. As a Service employee you are expected to treat all employees / partners / members of the public and work colleagues with dignity and respect irrespective of their background.

**NB:** This list of duties and responsibilities is by no means exhaustive, and the post holder may be required to undertake other relevant and appropriate duties as required

Person Specification

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| **ATTRIBUTES** | **ESSENTIAL** | **DESIRABLE** | **METHOD OF ASSESSMENT** |
| **Education / Qualifications** | * Educated to A-Level in IT related discipline, or equivalent related qualifications OR equivalent work experience in IT related role | * Degree level or equivalent formal qualification in a computer-related discipline | Job application / Interview |
| **Knowledge and Experience** | * Well rounded ICT knowledge and experience * Experience of ICT system development, management and administration * Experience of complex problem solving in a systems or relational database environment * Experience of working within a project team and with multiple stakeholders * Knowledge of ICT security and General Data protection Regulation (GDPR) requirements | * Experience of creating stakeholder requirements for a LMS * Experience in procurement of a new LMS * Experience of developing and managing a LMS * Experience of managing SCORM packages * Experience of performance reporting from LMS * Experience of using eLearning software: Articulate Studio/StoryLine software | Job Application / Interview |
| **Skills** | * Self-motivated and able to work on own initiative * Able to engage with other stakeholders and ensure their needs are met * Ability to work to project deadlines, prioritise work, achieve targets * Ability to complete tasks to a high standard * Excellent writing skills * Customer Service Management skills * Good communicator able to liaise with others * Enhanced technical skills – Keyboarding, software management and development | * Multi-tasking across a range of complex technical and management topics | Job application / Interview |
| **Other Qualities** | * Ability to travel to other locations | • Ability to innovate and offer creative proposals and solutions | Job application / Interview |