# Role profile

* **Job title**: E-Learning Content Developer
* **Grade:** Grade 6
* **Business area:** Service Support
* **Reporting line:** E-Learning Manager
* **Team:** Training Development Team

## Job Purpose

To proactively assist in the development of digital learning at all levels of the organisation, supporting our approach to the design, creation and delivery of engaging digital learning solutions that improve individual, team and Service level performance.

Help the department to ensure the accuracy and consistency of digital learning material, including the development of digital assessments to establish and confirm the learners understanding of presented content.

## Key working relationships

* Operational Information & Learning Resources Team (OIT)
* eLearning End Users
* eLearning developers across the CA
* Training Delivery Team
* Training Reference Holders

## Key Responsibilities

1. Assist in the creation, maintenance and development of high-quality online learning content, using a range of digital platforms, that is consistent with GMFRS corporate documentation
2. Work collaboratively with OIT members and other subject matter advisors to ensure that learning content is correct, current and consistent
3. Ensure learning content has in-built, functioning formative and summative assessments as determined by the content provider and the eLearning Manager
4. Maintain a demonstrable understanding of the technical language and tools required for the design, development and implementation of modern learning content that integrates seamlessly with the organisational LMS
5. Maintain a demonstrable understanding of the fundamentals of learning content production, using creativity and visual design to develop compelling learning interfaces and multimedia that engage and promote end-user participation
6. Be aware of industry and technology developments to ensure that innovative digital strategies are implemented to maximise the effectiveness of learning platforms
7. Support the development and implementation of learning templates to the highest possible quality, ensuring that learning programmes are Shareable Content Object Reference Model (SCORM) compatible where applicable
8. Work with the LMS Manager to ensure that learning content can be deployed consistently on the LMS, taking responsibility for uploading and testing content to ensure it functions correctly
9. Work with the Curriculums and CDC Manager to create and maintain curricula and ensure they are accurately represented
10. Support the management of a feedback system that allows stakeholders to report issues and provide feedback relating to learning content. Monitor and respond to issues and feedback in reasonable time, engaging with and providing technical support and guidance to end-users
11. Work collaboratively to ensure the development of learning content integrates with and supports the development and implementation of a cohesive LMS across the GMCA
12. Provide support to the OIT Support person including creation, development and maintenance of workflows utilising appropriate software systems (e.g. Teams and Monday.com)
13. Contribute to the monthly update report for the attention of the Area Manager and other reports as required by the OIT Manager

## General

1. Adhere to all organisational policies and procedures.
2. To develop work plans in line with the delivery of the departmental strategy and core objectives.
3. Contribute to the development of policies and guidance relevant to your area of expertise.
4. To draft and deliver reports and presentations on behalf of the wider team.
5. To manage own workload, work autonomously, prioritise work, manage time effectively and work flexibly with demanding workloads
6. To represent the team, delivery against team KPIs and contribute to the delivery of broader Directorate Objectives.
7. Maintain safe working practises to meet the requirements of Greater Manchester Fire and Rescue Services’ Health and Safety and Safeguarding policies and procedures
8. Demonstrate a commitment to a learning culture and be a developing and practising professional, keeping specialist academic, and work based knowledge up to date.
9. Work collaboratively with the training team to achieve agreed outcomes and objectives and contribute to departmental duties.
10. Participate in continual professional development, attending relevant training events as required and cascading any key learning to colleagues.
11. Contribute to the quality improvement and measuring the impact of the service by providing data and information.

**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.**

## Knowledge, Skills, and Experience

### Knowledge & Experience

* Knowledge of eLearning methodologies, delivery options and skills and ability to support the production and maintenance of quality end-products
* Ability for problem-solving in a systems or relational database environment
* Knowledge of working to SCORM standards
* Strong relationship management and consulting skills with demonstrated ability to develop effective relationships with key stakeholders and colleagues including the ability to influence, negotiate and coach at appropriate levels
* Excellent verbal and written communication skills, including report-writing, presentation and facilitation
* Be familiar with the Ofsted Education Inspection Framework and understand the implications of the associated inspection process.
* Recognise the value of Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) and the associated inspection process.
* Understand the wider ways of working across the entire directorate and how your team fits into works alongside others to achieve shared objectives.
* Maintain a working knowledge of Apprenticeship requirements and other progression pathways throughout the organisation.
* Understand the principles of good report writing and regularly use excel and word.
* Appreciate the importance of diversity in learning and seek to consider individual leaner needs and understand the impact of neurodiverse needs such as Dyslexia, Dyspraxia and Dyscalculia.
* Understand the importance of strong leadership and management skills and both recognise and challenge inappropriate behaviour
* Appreciate the need to work flexibly and creatively as part of an effective team to develop constructive solutions that support the organisational change.
* Demonstrate effective organisational skills and the ability to implement new systems of working and have a proven ability of meeting tight deadlines.
* Maintain a working knowledge of organisational ICT systems and the necessary administration skills to maintain records and information.

### Skills, Values & Behaviours

1. Take responsibility for inclusion, encourage different points of view and communicate responsibly with sensitivity and respect for others.
2. Commit to creating a safe learning environment, encourage others to admit to and learn from their mistakes, and celebrate their successes.
3. Take a proactive approach to dealing with difficult or sensitive situations, influencing others to reach an acceptable solution and look after colleagues, look for behaviours that show someone might be struggling and ensure there is support available.
4. Take responsibility for team effectiveness which focusses on improving outcomes and work with the team to establish a clear sense of purpose and set expectations to achieve the shared goal.
5. Encourage all the people in the team to speak and share their views, looking for opportunities to support others through appraisal and coaching.
6. Incorporate flexibility in leadership approaches, appropriate to the individual and situation, to ensure people give their best and use debriefing and other learning from the organisation to help the team develop.
7. Maintain an outcome focused approach and make decisions based on better service outcomes using evidence-based decisions that consider the risks, including financial and resource impacts.
8. Promote continuous improvement for the team and the organisation, creating conditions where team members are empowered to suggest and implement new ways of working.
9. Take time to understand how change will impact work and how to contribute to success, evaluating how things are working and how change is being embedded
10. Set up communication processes to ensure that people in the team have access to accurate information, clarifying information where needed

## Corporate Duties

*Do not behave in way which discriminates 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 staff and pensioners. Refrain from smoking in any areas of Service premises.*

*Behave in a manner that ensures the security of property and resources. Abide by all relevant Service Policies and Procedures.*

***Records Management / Data Protection*** *- As an employee of the GMCA, 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, 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 GMCA employee you are required to uphold the confidentiality of all records held by the GMCA, whether employee records or GMCA information. This duty lasts indefinitely and will continue after you leave the GMCA 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 GMCAs 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.*

***Health and Safety*** *- All employees of GMCA 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 GMCA 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 GMCA employees must observe and adhere to the provisions outlined in these policies.*

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