

**Learning Experience Platform (LXP) Manager**

**Greater Manchester Combined Authority**

**Role Profile**

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| **Job Title:** | LXP Manager  | **Date:** | July 2021 |
| **Reporting Line:** | Learning Resource & Information Manager  | **Salary:** | Grade 7 |
| **Team:** | Training Development Team | **Business Area:** | Service Improvement |

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| JOB PURPOSE |
| To manage the Learning Experience Platform (LXP) as the first point of access for all training and development across the whole of the GMCA, hosting all training courses and materials in an LXP enabling the programming, completion, recording and reporting of training and development.To support GMCA’s performance management and Personal Reflective Appraisal processes hosted within the LXP.To liaise effectively with all stakeholders ensuring their training and development needs are provided for within the LXP and the platform is continually developed to improve the end-user experience. |

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| **KEY RELATIONSHIPS** |
| * LXP Deputy Manager
* Learning Resource & Information Manager and team members
* Digital Services
* LXP End Users
* LXP Provider
* LXP Strategic Partners
* Performance Reference Holders
* Training Delivery Team
* Training Reference Holders
* People Services Learning and Development Team
* Prevention, Protection and Youth Engagement training lead
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| **KEY RESPONSIBILITIES**  |
| 1. Act as the owner and first point of contact for the LXP across the GMCA
2. Create, review and update LXP requirements, policies, procedures and guidance
3. Work with the system supplier, their strategic partners, GMCA Digital Services and other GMCA system owners to implement LXP updates, improvements, and new functionality
4. Support Data Migration from and to existing systems and processes to new systems and processes as required
5. Act as the first point of contact for contract management queries with the system supplier
6. Proactively manage the licencing and procurement process of the LXP in line with G-Cloud guidelines and in liaison with the GMCA procurement team when the contract is due for renewal
7. Provide advice and guidance to stakeholders on the use, process and development of the LXP
8. Act as a service provider to departments within the GMCA to utilise functionality on a self-serve basis
9. Manage the LXP user group ensuring representation from across the GMCA
10. Gather user feedback and use this to develop the LXP for the benefit of the organisation’s end users ensuring it is intuitive, effective, and efficient
11. Manage a helpdesk facility ensuring any queries are resolved quickly and efficiently
12. Act as the LXP gatekeeper and oversee a control and commissioning process for information being added to and taken from the LXP
13. Work with the Curriculums and CDC Managers and OIT Information Officers and Developers to intuitively articulate curricula from across the GMCA to end users that enables end users to engage with both mandatory and supplementary learning materials
14. Work with the E-Learning Team Manager to utilise usage and completion data from the LXP to inform the production of future learning
15. Provide up to date and accurate user guides and training materials and deliver training to stakeholders and/or end users as required
16. Ensure the LXP is up to date, accurate and in line with GMCA requirements and is robust enough to for exposure to external inspection or audit by HMICFRS, OFSTED or other inspecting or auditing bodies
17. Produce and interpret complex data sets for distribution across the GMCA and at all levels and provide accurate and detailed management reports at appropriate levels to enable those responsible to ensure learning is completed appropriately and to the correct standard
18. Liaise with departments across the GMCA to proactively assist with the development of Training Needs Analyses for all directorates by utilising predictive trend analysis of previous training periods
19. Ensure employee data is protected in line with the General Data Protection Regulation (GDPR)
20. Keep task lists up to date on an internal task management platform (Monday.com).
21. Contribute to reports as required by the Learning Resource & Information Manager
22. Line management responsibility for the LXP Deputy Manager
23. Be responsible for the administration of other LXPs as required for the delivery of training and development within the GMCA.

**General Responsibilities** 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.
12. To be accountable for ensuring your team is compliant with its statutory duties under legislation in the relevant field e.g., Employment Act, Equality Act, General Data Protection Regulations etc.
13. Make sure the team understands how their work contributes to and delivers organisational priorities and encourage constructive working relationships with others to achieve our aims.
14. Manage quality in the team and use various sources of feedback and evidence to understand performance and manage risk, using different problem-solving techniques to generate solutions that improve our service.
15. Develop and review plans to make the best use of resources, challenge any misuse of resources and encourage staff to be flexible in their approach and empower them to contribute and influence decisions.

**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.** |
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| **KNOWLEDGE, SKILLS AND EXPERIENCE** |
| **Qualifications*** Educated to degree-level standard or equivalent experience *(essential)*
* Learning and Development qualification level 3 or above such as CIPD, PTTLS or equivalent experience *(essential).*
* Learning and Development qualification at level 5 or above such as DTTLS, CERT Ed, CIPD *(desirable)*
* Level 3 Diploma in Coaching and Mentoring or equivalent *(desirable)*
* ILM Level 3 Award in Leadership and Management or equivalent *(desirable)*

**Experience*** Experience of managing Cornerstone LXP Learn and Performance at administrator level.
* Supervisory management experience
* Well-rounded ICT experience, working with databases and systems, including design, development, and implementation of Learning Experience Platforms to meet user needs
* Working within an operational environment or educational establishment
* Working within a high functioning multi-disciplined team with workload interdependencies
* Report writing
* Maintaining consistency, accuracy, and integrity of the contents of the database

**Knowledge & Skills** * Knowledge of Learning Experience Platforms (LXP) and skills and ability to support the management of an LXP
* Knowledge of the Cornerstone LXP, with a particular focus on Learn and Performance.
* Ability to learn new systems quickly and deploy them within an operational environment
* Ability for complex problem solving in a systems or relational database environment
* Knowledge of working to HTML/CSS and SCORM standards
* Working knowledge of SQL to assist in the delivery of data migration to other systems
* Excellent relationship management and consulting skills with demonstrated ability to develop effective strategic relationships with key stakeholders and colleagues including the ability to influence, negotiate and coach at middle manager levels
* Well-developed verbal and written communication skills, including report-writing, presentation and facilitation
* Excellent numerical skills to support the production of statistical reports for audiences at all levels across the GMCA
* 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.

**Behaviours*** Take responsibility for inclusion, encourage different points of view and communicate responsibly with sensitivity and respect for others.
* Commit to creating a safe learning environment, encourage others to admit to and learn from their mistakes, and celebrate their successes.
* 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.
* 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.
* Encourage all the people in the team to speak and share their views, looking for opportunities to support others through appraisal and coaching.
* 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.
* Maintain an outcome focussed approach and make decisions based on better service outcomes using evidence-based decisions that consider the risks, including financial and resource impacts.
* Promote continuous improvement for the team and the organisation, creating conditions where team members are empowered to suggest and implement new ways of working.
* 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
* Set up communication processes to ensure that people in the team have access to accurate information, clarifying information where needed.

**Additional** * Requirement to travel outside the county to attend meetings etc. when required may include overnight stay.
* Occasional requirement to attend residential training courses
* To be willing to work flexibly as evening and weekend working will be required
* Willingness and ability to travel across the county when required, within a reasonable time to meet the role demands (individuals providing their own vehicle for use will be eligible for casual car user rate
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**Corporate Duties**

Avoid any behaviour 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 responsiblefor 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