Learning Management System Administrator

## Job details

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| Job title: | Learning Management System (LMS) Administrator |
| Department: | Learning & Development |
| Location: | Home based with some occasional travel required to VHG offices |
| Reporting to:  (job title only) | Senior Learning & Development Manager |
| Direct reports:  (job title only) | None |
| Accountable to:  (where applicable) | n/a |
| Responsible to:  (where applicable) | n/a |
| Job purpose: | The Learning Management System Administrator will be responsible for the administration and coordination of the organisation’s Learning Management System (LMS) and the first contact for our clients and learners. |
| Role and Responsibilities: | * Administer the running of the learning management system including continuous improvement of the LMS (Learning Management System) to improve user experience. * Responsibility for producing monthly reports and up-to-date data analysis. * Creating user access for new employees in the LMS and suspending unused accounts. * Assisting with creating and maintaining training activity records, updating employee records and ensuring information is accurate and up to date. * Administer the configuration of user and audience permissions/roles and access to the LMS * Provide troubleshooting support to all users via the LMS acting as first point of contact (ensuring that users receive prompt responses to any system functionality or access issues). * Liaise with LMS suppliers regarding any support or technical issues * All other tasks commensurate with the role on an ad hoc basis and any other reasonable request.   **Equality Diversity & Inclusion (EDI)**  We are proud to be an equal opportunities employer and are fully committed to EDI best practice in all we do. We believe it is the responsibility of everyone to ensure their actions support this with all internal and external stakeholders.   * Be aware of the impact of your behaviour on others * Ensure that others are treated with fairness, dignity and respect * Maintain and develop your knowledge about what EDI is and why it is important * Be prepared to challenge bias, discrimination and prejudice if possible to do so and raise with your manager and EDI team * Encourage and support others to feel confident in speaking up if they have been subjected to or witnessed bias, discrimination or prejudice * Be prepared to speak up for others if you witness bias, discrimination or prejudice |
| Clinical Governance:  (where applicable) | N/A |
| Training and supervision: | N/A |
| Additional information: | Some travel including occasional overnight stays may be required. |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** | GCSE English & Maths (or equivalent) |  |
| **Experience** | Experience of working with learning management systems (Totara preferred).  Previous experience working in a fast paced, customer focussed environment |  |
| **Skills/knowledge** | Proactive with excellent organisational skills  Intermediate technical troubleshooting skill, including a growing ability to isolate, identify, and resolve problems  Demonstrable experience of data analysis and reporting  Effective communication both verbally and written to clients and business customers  Exceptional interpersonal skills demonstrated through behaviours  Ability to multitask and prioritise workload effectively while considering future organisational requirements  Ability to grasp new technology quickly  Excellent verbal and written skills with high levels of attention to detail.  Ability to adapt to change with a high level of resilience. |  |
| **Specialist training** | Be able to use MS Office applications effectively specifically Word, Outlook and Excel (intermediate level) |  |
| **Personal competencies and qualities** | Excellent verbal and written communication skills  High level of enthusiasm and motivation  Ability to work individually or within a team and foster good working relationships  Ability to work under pressure  Excellent time management skills  Highly organised |  |

# Version Control

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| Owner: | Human Resources | Review: | Annually | Classification: | 1 (Proprietary) |
| Author: | Human Resources | Version: | V1.1 | Status: | PUBLISHED |
| Date Published: | 03/12/2019 | Code: | TBC |  |  |

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| Version: | Date: | Summary of Changes |
| V1.1 | 03.12.19 | Document copied onto authorised VHG branded Policy Template (original had no coding) |
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