Senior Learning Management System Administrator

## Job details

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| Job title: | Senior Learning Management System (LMS) Administrator |
| Department: | Governance |
| Location: | Home based with some occasional travel required to VHG offices |
| Reporting to: | Head of Governance |
| Direct reports: | LMS Administrator |
| Accountable to: | n/a |
| Responsible to: | n/a |
| Job purpose: | The Senior Learning Management System Administrator will be responsible for the management, administration and coordination of the organisation’s Learning Management System (LMS) and ensuring the LMS provides an engaging and positive experience for all users. |
| Role and Responsibilities: | * Manage and develop the LMS Administrator * Administer the running of the Learning Management System to ensure company-wide compliance with all mandatory training. * Make continuous improvements to the LMS to improve and build functionality and enhance user experience. * Responsibility for overseeing production of 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 and internal IT specialists 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) | * Relevant IT qualification |
| **Experience** | * Managing and developing Learning Management Systems (Totara preferred). * Stakeholder management – users, internal and external support * Handling investigating and resolving end-user queries in a client-support or helpdesk environment | * Wider learning experience using technology solutions |
| **Skills/knowledge** | * Proactive with excellent organisational skills * Strong technical troubleshooting skill, including ability to isolate, identify, and resolve problems * Demonstrable experience of data analysis and reporting * Strong knowledge of MS Excel and other elements of MS Office * 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 * Ability to adapt to change with a high level of resilience. |  |
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| **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 |  |