Job Description

Talent and Digital Learning Specialist

Salary: Grade 7
Contract: Part time and fixed term for 10 months
Location: Canterbury Campus
Responsible to: Senior Leadership Consultant
Job family: Administrative, professional and managerial

Job purpose

This is an exciting opportunity for an experienced Digital Learning Specialist to contribute to the modernisation and improvement of the University's Learning and Development (L&D) offering through the introduction of innovative digital learning solutions. The post holder will lead on the delivery of a new digital strategy which is underpinned by the principles of blended learning to enable the transition to a more flexible cost-effective operating model.

The Digital Learning Specialist will manage the deployment of a phased fast-paced transitional plan to implement creative and cost-effective digital learning solutions (such as e-learning, digital learning, social learning platforms, mobile learning and video learning) which support strategic objectives and organisational requirements, this with a view to sustainably embed the new blended L&D offer into the Department's business as usual activities.

The Digital learning Specialist will work closely with the Talent & OD Consultants, providing a high-level of technical expertise to the Talent & Organisational Development team and playing a key role in extending the range, reach and volume of central programmes and projects offered to Staff across the University, as well as working on identifying and delivering bespoke interventions for identified areas of need.

Key accountabilities

The following are the main accountabilities for the job. This list is non-exhaustive and other duties, commensurate with the grading of the job, may also be assigned to suit as University needs dictate.

- Develop and deploy a new digital strategy underpinned by L&D best practice and blended learning principles.

- Lead on the implementation of a new service delivery model and the design and delivery of a range of innovative, cost-effective digital learning solutions (including e-learning) which support strategic objectives and organisational requirements. This will involve the progressive transition (where appropriate) from traditional classroom-based training content into an engaging and user-friendly e-learning/digital format, ensuring a blended approach to L&D delivery.

- Use relevant project management tools such as a project initiation document, treatment document, storyboarding templates, user testing, etc. to deploy the Department's transition plan in a structured yet agile way, prioritising the roll out of courses or programmes according to organisational context. Ensure dependencies between projects are identified and managed, risks are mitigated, issues and progress against the project plan are escalated and that the project is delivered on time and to budget.

- Establish strong working relationships with key stakeholders including Subject Matter Experts and internal/external partners. Provide expert advice and guidance to "content owners" for the design of SCORM packages using the dedicated specialist software "Adapt". Design, implement and evaluate a process to enable proof of concept/pilot to test digital learning solutions prior to their release on the LMS.

- Provide face to face training delivery and facilitation when required including train the trainer training for individuals or teams delivering training within Divisions or Departments.

- With support from the Talent and OD Co-ordinator, ensure the effective day-to-day administration of the LMS system (Moodle) which includes but is not limited to:

  o Downloading, creating and amending (where necessary) e-learning courses or programmes from the LMS portfolios;
  o Administering the LMS homepage, course pages and user accounts;
  o Monitoring course completion status and training records;
  o Answering users queries regarding the system;

- Support the University in the continuous improvement of Talent development practices and the further development of Moodle as a focal point for the delivery of all talent development solutions within Kent including Coaching and Mentoring schemes. Support wider OD activities and culture change at the University, for example by supporting the creation of bespoke competency frameworks designed to enhance skills and maximise potential (i.e. digital skills, LBF).

- Produce comprehensive reports (i.e. Management information, updates for Staff Committees, etc.), collate and maintain statistical data relating to the measurement of training outputs. Effectively evaluate and monitor development interventions and the impact of learning in the short, medium and long term.

- Ensure statutory training requirements are met and monitor compliance with mandatory training. Alert the Assistant Director of any area of non-compliance. Keep up to date with legislation and government initiatives related to learning and development (i.e. Accessibility). Make recommendations as appropriate.

- Proactively contribute to the identification and planning of development needs across the organisation and implementation of appropriate solutions considering all modes of delivery. Support the development and implementation of a costed annual work plan based on Kent's strategic priorities and the analysis of organisational training needs.

- Support the Assistant Director Talent & OD in the monitoring of the budget spend and forecasting for future budget requirements, ensure effective use of resources, value for money and compliance with financial regulations and procurement procedures.

Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

- Lead on the delivery of a new digital strategy which is underpinned by the principles of blended learning to enable the transition to a more flexible cost-effective operating model.

- Manage the deployment of a phased fast-paced transitional plan to implement creative and cost-effective digital learning solutions (such as e-learning, digital learning, social learning platforms, mobile learning and video learning) which support strategic objectives and organisational requirements.

- Work closely with the Talent & OD Consultants, providing a high-level of technical expertise to the Talent & Organisational Development team and playing a key role in extending the range, reach and volume of central programmes and projects offered to Staff across the University.

- Design and deliver a wide range of bespoke deep-dive 360 degree learning content using specialist editing software such as Adapt.

- Manage complex and diverse stakeholder relationships internally and externally, liaising with content owners/subject matter experts to ensure the delivery of high-quality engaging training content that is aligned to project specification.

- Act as the department's expert for the deployment of blended solutions and administration of Learning Management Systems. Identify, design, develop and pilot new initiatives using relevant technologies (i.e. SCORM) in response to requirements from across the organisation.

- Review, evaluate and continuously improve the L&D offering to ensure it continues to meet development needs and priorities in a rapidly changing environment, and to maximise the learner's experience.
- Support the L&OD Consultant in designing and delivering bespoke initiatives, liaising with University leaders to discuss and explore the development needs of their teams and offer advice on effective and bespoke solutions to meet those needs.
- Manage complex cross-functional projects involving internal and external stakeholders within budget and agreed timeline.
- Be responsible for own continuous professional development and for keeping up-to-date with best practice and technical knowledge and skills required to perform in the role including digital skills and use of social media.
- Offer proactive input in the formulation and development of L&OD/HR strategies, policies, procedures and plan

Internal & external relationships

Internal: Staff within the University at all levels including Executive Group and the Vice Chancellor, training cohort participants, line managers, 'subject matter experts' such as IT Consultants, Occupational Health Advisers, Safety, Health and Environment Advisers, HR colleagues, UELT, Student Services, etc

External: External training facilitators, other HE sector L&OD professionals, Consultants from other sectors. External partner organisations, e.g. leadership foundation for higher education (LFHE), Vitae

Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Regular use of Screen Display Equipment
- Ability to occasionally travel in a timely and efficient manner between campuses

Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

Essential Criteria:

- Hold a relevant professional qualification at Degree level i.e. HR, L&D, digital learning or training qualification or equivalent experience (A)
- Previous proven experience of scoping, developing and implementing digital learning solutions (A,I)
- Proven professional experience of working in an L&D environment (A,I)
- Experience of working with Learning Management Systems and L&D software/digital platforms such as Moodle, Yammer, Articulate, Elucidat or Storyline (A,I)
- Experience of developing e-learning deep-dive content using an editing software such as Adapt (A,I,T)
- Experience of creating online learning materials with Digital Media (e.g. Adobe Suite, Camtasia, Photoshop, Final Cut Pro, Indesign) (A,I)
- Experience of communicating and working collaboratively with a diverse range of internal and external stakeholders (A,I)
- Experience and knowledge of training needs analysis with the ability to identify skill gaps and provide appropriate remedies through effective Talent Management (A,I)
- Demonstrable experience of delivering projects and managing budgets with a degree of commercial thinking (I)
- Highly developed written and oral communication skills (A,I)

- Experience of using a range of facilitation tools and techniques for the delivery of face-to-face training. Demonstrable up to date knowledge of new innovative ideas, technologies and methods for learners' engagement (I,T)
- Firm commitment to achieving the University's vision and values, with a passion for a transformative student experience and multidisciplinary, impactful research (I)
- Commitment to deliver and promote equality, diversity and inclusivity in the day to day work of the role (I)

Desirable Criteria:

- A relevant qualification in project management (A)
- Previous experience in an HR generalist roe (AI)
- Experience of managing a tender process (A)
- Experience and knowledge of the HE environment and culture (AI)

Assessment stage: A - Application; I - Interview; T - Test/presentation at interview stage