

Role Profile & Person Specification

Job Title:	eLearning and VLE Co-ordinator
Department:	Product Development
Location:	Homebased
Role reports to:	Digital Product Manager

Role Profile

Purpose of Role: To Co-ordinate and maintain (e.g. categorising, packaging and updating of courses) our Virtual Learning Environments (VLE), such as Moodle and other bespoke Learning Management System (LMS)

Tracking and production of license renewals and co-ordinating the production of invoices for IMI eLearning customers.

Dealing with problems and issues for key account customer and / or where accelerated from the customer services team relating to the VLE or other eLearning related support needs.

Co-ordination and general business support for the production of eLearning related contents.

Key Responsibilities:

VLE Co-ordination

(75 %)

- Responding to daily VLE related queries from internal and external customers
- Experience in working on a systems
- Responsibility for installation of content//security within the IT platforms - e.g. Moodle and other Learning Management System (LMS)
- Course creation, categorisation/structuring and & setup
- Proofing content/functionality, including layout and format.
- Maintaining SCORM and other relevant packages – including question banks
- Coordinating the end user interface and relevant uploads
- Systems and data analysis to provide insights and opportunities in order to support the end user journey - B2B and B2C customers
- Reporting on appropriate areas of activity, such as products performance to identify future opportunities
- Problem solving when errors occur (liaising with other departments as needed)
- Liaise with IT/eLearning and assist with full system updates - including plug-ins
- Handle enquiries relating to eLearning systems from internal and external colleagues

Member & Community Support

(25 %)

- Responding to queries form all customers to ensure the IMI Customer Service standards and SLA are met on time, every time.
- Supporting the Digital Product Manager in the delivery of projects and departmental objectives as required.
- Provide support as required by line manager and team.
- Resolving quality issues and implement changes to courses within agreed time scales
- Proof reading content and checking functionality
- Leveraging technology to support customers engagement and promote IMI brand

Key Performance Indicators:

- Customer service standards

- Address the diverse needs of customers
- Demonstrating IMI member first approach
- Fostering collaboration with internal colleagues
- Embracing the IMI values

Key Relationships:

- Employers in the automotive industry and their representative bodies
- Internal customers to support product development
- Key account customers
- All internal teams

Job Context:

- The job-holder reports to the Digital Product Manager
- Job holder is a Senior Team member

Job Dimensions:

- Job holder operating level Senior Team member
- Job holder has no direct reports
- Is able to handle a variety of unconnected demands or situations requiring versatility to respond properly
- Has authority to resolve normal problems/situations encountered day-to-day
- Communication involves the giving of detailed advice or persuasion

Authority Level:

Financial: All spend will be in agreement and within guidelines from the Line Manager
Operational: Makes decisions in consultation with Line Manager

Person Specification

Essential Knowledge & Skills

- Three Years+ in a learning technology environment.
- Awareness of diversity and equality legislation
- Experience in customer technical support and systems enhancement activities

Desirable Knowledge & Skills

- Experience in a customer focused environment ideally within an Awarding Body, motor industry or qualifications related business
- I.T. / systems literacy
- Automotive sector interest
- Excellent customer facing skills/experience
- Graphic design
- Customer on-boarding support e.g. systems demonstration
- Strong interest in personal growth, and willingness to learn

Required Competences

- Relationship-building;
- Customer service
- Team-working
- Excellent communication skills with a demonstrated ability to work within a team effectively.
- Ability to take on multiple projects and deliver to deadlines.
- Proficient in using Outlook, Word and Excel and other platforms
- A systematic and efficient approach to co-ordination, administration, accuracy and attention to detail is essential
- Excellent telephone technique
- Ability to work as key player in a small team, relate to and enthuse others

Essential Qualifications:

- GCSE grade A*-C in English & Maths and IT or equivalent

- Driving licence (to attend UK meetings, as required)

Desirable:

- A level and degree level qualifications.
- A strong learning management systems experience
- Systems integration experience
- Graphic design

Other Requirements

- 35 hours per week (7 hours per day)
- Home Based with a requirement to visit Fanshaws as required and some national travel necessitating overnight stays
- Occasional requirement for working outside of contractual hours