**Role Profile & Person Specification**

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| **Job Title:** | eLearning Developer  |
| **Department:** | Membership Product and Services (MPS)  |
| **Location:** | Homebased |
| **Role reports to:** | Product Manager |

**Role Profile**

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| **Purpose of Role**: To manage and maintain Learning Management Systems (LMS) such as Moodle and other bespoke learning environment Collaborate with other specialists teams to develop and maintain eLearning content using suitable platforms - such as Articulate 360Dealing with problems and issues for key account customer and / or where accelerated from the customer services team relating to support needs, including MOT, Apprenticeship standards related eLogbook, Licence and other general queriesCo-ordination and general business support for the production of eLearning related contents  |
| **Key Responsibilities:*****LMS Management (50%)**** Responsible for installation of content/creation of course & category structure Moodle and other bespoke LMS
* General management of the LMS - including checking links, layout, and format and proofing content/functionality.
* Uploading and installing relevant SCORM packages
* Customer account management and troubleshooting systems related errors (in consultation with relevant departments as needed)
* Updating plug-ins where and when necessary and assisting with system’s updates
* Resolving enquiries relating to eLearning systems
* Conducting systems testing via suitable test environment as part of Quality Assurance (QA) process
* Liaising with finance and external stakeholders to maintain licences statuses and as well as general licence management
* Collaborating with Business Development and Finance teams respectively to support the fulfilment of B2B products

***Content design support (25%)**** Developing and updating eLearning content using relevant authoring tools including Articulate 360 and other bespoke authoring tools etc.
* Collaborating with relevant departments to develop and implement eLearning courses using appropriate authoring tools
* Carrying out relevant Quality Assurance (QA) testing protocols during development and implementing necessary changes as required
* Collaborating with the product team to continuously improve our product offering
* Final proofing and editing of eLearning content if and when required

***Member & Community Support (20%)**** Responding to customer and stakeholder communication for all queries to ensure the IMI Customer Service standards are adhered to.
* Supporting the Product Manager in the delivery of project and departmental objectives as required.
* Being flexible and providing support as required by line manager and team.
* Contact for external and internal customers, resolving quality issues and implements changes to courses within agreed time scales
* Proof reading content and quality checking systems functionalities

***Business Reporting and Project Support (5%)**** Adhere to required performance reporting requirements as directed by the business.
* Coordinating other adhoc developmental projects as required
* Analysing data to provide insights and opportunities in order to support the end user journey - for B2B and B2C customers
* Check and record relevant customer engagement via appropriate platforms
* Logging issues with eLearning systems and take corrective actions as appropriate.
* Reviewing the effectiveness of current product and recommending opportunities for enhancement
* Reporting on appropriate areas of activity, such as products performance to identify future opportunities
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| **Key Performance Indicators:*** Customer service standards
* Address the diverse needs of customers
* Fostering collaboration with internal colleagues
* Embracing the IMI values
* Demonstrating IMI member first approach
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| **Key Relationships:*** Employers in the automotive industry and their representative bodies
* Internal customers to support product lifecycle
* Key account customers
* Customer support team (internal)
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| **Job Context:*** The job-holder reports to the Product Manager
* Job holder is a senior team member
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| **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
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| **Authority Level:*** Financial: All spend will be in agreement and within guidelines from the Line Manager
* Operational: Makes decisions in consultation with Line Manager
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**Person Specification**

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| **Essential Knowledge & Skills*** Three years+ experience in a learning environment
* eLearning development using bespoke and standard systems
* Experience in multimedia authoring process
* Experience in customer technical support and systems enhancement activities
* Proficient in using Outlook, Word and Excel
* Excellent communication skills with a demonstrated ability to work within a team effectively.
* Ability to take on multiple projects and deliver to deadlines.
* A systematic and efficient approach to co-ordination, administration, accuracy and
* attention to detail is essential
* Adaptability and able to work flexibly
* Ability to work as key player in a small team, relate to and enthuse others
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| **Desirable Knowledge & Skills*** Experience in a customer focused office environment ideally within an Awarding Body, motor industry or qualifications related business
* Articulate360 proficiency
* ADDIE approach to creating eLearning solutions
* I.T. / systems literacy
* Automotive sector interest
* Excellent customer facing skills/experience
* Graphic design
* Customer on-boarding and day-to-day support e.g. systems demonstration
* Strong interest in personal growth, and willingness to learn
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| **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
* 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
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| **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.
* Learning Management Systems related certification
* Systems integration experience
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| **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
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