**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 360  Dealing 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 queries  Co-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 |
| **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 |
| **Key Relationships:**   * Employers in the automotive industry and their representative bodies * Internal customers to support product lifecycle * Key account customers * Customer support team (internal) |
| **Job Context:**   * The job-holder reports to the 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 |
| **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**

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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 |
| **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 |
| **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 |
| **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 |
| **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 |