Job title: LMS Manager

**Responsible to:**  Head of L&D

**Accountable to:** Head of L&D

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Our Values**

## Fulfilling Lives is our core purpose

## Every one of us makes a difference is the belief that drives us

## Caring, Passionate and Teamwork are the values that underpin everything we do

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## Job Summary

The LMS Manager is responsible for ensuring the management of an effective Learning Management System, supporting all learning initiatives and looking for ways to support our belief of continuous improvement.

Our team’s vision is to provide Fulfilling career paths for all our colleagues. You will be joining a passionate and dedicated team, working together to improve our learner experience. This is a great opportunity for someone who is keen to develop a system that’s integral to the success of our business, working with colleagues in our home to further develop the system, elearning and event access and creating innovative and engaging learning.

### Key Responsibilities

* Working with our supplier to further develop the LMS system in a timely manner
* Creating engaging elearning through articulate and external developers, exploring innovative ways to deliver learning (blogs, webinars, elearning, video, articles etc).
* Ensuring colleagues know how to use the system through user guides, training, videos, regular communications etc.
* Leading the team
* Managing the system in general and all changes to functionality and reports etc.
* Liasing with colleagues across all homes to gather feedback and ideas to help enhance the system
* Monitoring compliance statistics and driving compliance where necessary through the operations team
* Creating career & engaging learning pathways for each role and promoting them, so colleagues understand their opportunities
* Working with Subject Matter Experts to create learning for their departments
* Working with key stakeholders to further enhance the system for their specific needs in reporting, data, training options etc
* Managing key data and strategy arising from trends – such as Induction compliance stats, no show data, bookings etc.
* Working to KPI’s and reporting on them
* Help in general in the L&D team with varied projects

### Health and Safety

As an employee of Care UK, the post holder has a duty under the Health and Safety at Work Act 1974, to:

* Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.
* Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures of the organisation, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.
* To ensure that adequate measures are taken to protect the health and safety of all staff including the maintenance and upkeep of a safe environment.

**Data Protection**

The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act and the company’s ISO27001 accreditation.  This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorised persons or organisations as instructed.

* This list of duties and responsibilities is by not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.
* This job description is subject to regular review and appropriate modification.

I confirm I have read and understand this Job Description

|  |
| --- |
| **Name of postholder** |
| **Signature** |
| **Date** |

##### Person specification

|  |  |  |
| --- | --- | --- |
| **Criteria** | **Essential** | **Desirable** |
| Qualifications | * GCSEs (or equivalent) | * CIPD Level 3/5 or equivalent |
| Experience | * LMS development * People Management * Data analysis * Communicating at a senior level * Working with suppliers * Project management | * Experience in an L&D function * Experience of the health and social care sector * An understanding of leadership development |
| **Technical Skills** | * Experience of using LMS platforms, ideally building content * Good verbal reasoning and written communication skills * Strong project management capabilities * Able to absorb, analyse and draw insight from data to articulate (and improve) against KPIs * Demonstrable high level of computer literacy and able to quickly self-learn new programs * Good knowledge of Outlook, Excel, Word and Power point | * Experience in using Microsoft forms / surveys * Understanding of the care sector |
| **Personal Qualities** | * Team player * Eagerness to learn and develop * Excellent sense of initiative and problem solving * Strong organisational skills and ability to work on numerous projects simultaneously * Flexible, can-do approach * Confident in developing relationships with internal and external stakeholders at all levels |  |