

# Digital Learning Technologist:

## Job description and person specification

### Job description

**JOB TITLE:** Digital Learning Technologist

**GRADE:** 5

**HOURS:** 10 Sessions/37.5 hours per week

**DURATION:** Permanent

**LOCATION:** Tavistock Centre, North West London

**RESPONSIBLE TO:** Digital Education Operations Lead

**ACCOUNTABLE TO:** Chief Education and Training Officer / Dean of Postgraduate Studies

### Overview and main duties of the post

The post holder will play a fundamental role within the Digital and Library Services team, leveraging skills in multimedia production, online learning systems administration support, and stakeholder engagement to support high-quality digital services.

The post holder will have previous experience configuring, monitoring, maintaining, and updating online learning software and systems, as well as working collaboratively with a range of stakeholders to deliver new products and services.

### Main duties of the post

- Supports the administration of online learning platforms and contributes to continuous improvement initiatives, including evaluating platform effectiveness and recommending upgrades.
- Support in developing and delivering staff training workshops and creating user support materials to enhance digital learning competencies.
- Works collaboratively with various teams and external suppliers to deliver high-quality digital education services.
- Utilises strong organisational skills to manage the lifecycle of digital learning content from planning and production to deployment and analysis, ensuring content is timely, relevant, and meets educational goals.

### Learning Technologies Systems Administration

- The post holder will work with the Digital Education Operations Lead (DEOL) to administer our digital learning systems. This includes:
  - Act as systems administrator for all the Trust's education learning platforms (Moodle, Turnitin, Zoom, Vimeo, Lecture Recording System).
  - Oversee application installation, configuration, version updates, patches, and hot fixes, maintaining security. This post holder will be required to manage the Trust's online learning systems, with an understanding of intricate systems, diagnosing issues, and ensuring effective operation and security.
  - Undertake course and assessment backup and content archiving as required and in line with agreed processes.

- Undertake annual user account curation activities of the Trust's educational learning platforms, as required.
- The incorporation of third party and Trust-created extensions and integrations, in collaboration with relevant colleagues, to ensure their suitability for use with our services.
- Oversee maintenance activities and required deployment activities of the Trust's learning systems to deliver a reliable, robust, and responsive service to all users.
- Evaluate effectiveness and recommend upgrades and technologies to ensure the continuous improvement of the Trust's online learning platforms.
- Provide first line technical support for core learning and assessment systems and liaise with external suppliers where necessary to resolve service issues.

#### Digital Content and Production

- In collaboration with Digital Services colleagues, arrange, oversee and active involvement in video and digital content capture.
- Editing, post processing and production of video and digital content
- Optimisation and deployment of content for use in various digital delivery platforms
- Provide guidance and training to Trust staff on relevant technical processes, including the use of different equipment and software, for the development of digital content.
- Management of produced and deployed digital content through content management and cataloguing.
- Oversee the security, maintenance, and proper use of multimedia and computing equipment, including recording tools, to prevent loss, damage, or misuse.

#### Training and Guidance

- Support the development and delivery of pedagogically informed staff workshops on using learning technologies such as Moodle and Zoom in teaching to support the CPD programme of the Learning and Teaching Committee.
- Support the development of bespoke TEL solutions to Faculty for specific teaching requirements.
- Develop on-going learning technology support materials for staff and students in a range of formats (e.g., PDFs, screencasts, etc.).
- Develop Standard Operating Procedures (SOPs) and guidance documentation for our learning systems and services.

#### Other duties:

- Work autonomously and manage own time in co-ordinating the day-to-day activities of the Unit.
- The post holder will be committed to their own personal development and willing to attend mandatory training, courses, and undertake on-the-job training as appropriate.
- Keep up to date with developments in digital learning, in order to improve and enhance users learning experience.
- Staff may be required to work some evenings and weekends to support out-of-hours events through overtime, TOIL, and flexitime.

This is not an exhaustive list of duties and responsibilities, and the post holder may be required to undertake other duties which fall within the grade of the job, in discussion with the Team Manager / Service Manager.

This job description will be reviewed regularly in the light of changing service requirements and any such changes will be discussed with the post holder.

### Information about the division

The Trust has a national brief for training in the mental health professions, social care, education, and forensic services across the age range. In 2020 the Trust was the first NHS body successful in obtaining registration with the Office for Students (OfS). Its academic awards are validated by university partners, mainly the University of Essex.

The Trust develops and delivers training initiatives that meet the needs of a modern health and social care sector and is responsive to policy and initiatives from government and other relevant agencies. The Trust is a welcoming and supportive organisation committed to ensuring its student body is diverse and reflects the populations its trainees will be working with. Its offer, provided through a range of platforms both digital and face to face, includes postgraduate programmes, CPD courses, and bespoke training for organisations.

Beyond this the Trust also provides organisational consultancy through Tavistock Consulting and hosts the National Workforce Skills Development Unit which works closely with Health Education England (HEE) to address key workforce challenges in the wider healthcare workforce.

### Our commitment to equality, diversity, and inclusion

The Tavistock and Portman NHS Foundation Trust is committed to equality, diversity, and inclusion. We are particularly keen to attract candidates from underrepresented backgrounds to better meet the needs of the service users and students that we serve. The Trust aims to ensure that all job applicants, employees, or clients are treated fairly and valued equally regardless of sex, marriage or civil partnership, pregnancy and maternity, domestic circumstances, age, race, colour, disablement, ethnic or national origin, social background or employment status, sexual orientation, religion, beliefs, HIV status, gender identity, political affiliation or trade union membership. Selection for training and development and promotion will be on the basis of the individual's ability to meet the requirements for the job. You are responsible for ensuring that the Trust's policies, procedures, and obligation in respect of promoting equality and diversity are adhered to in relation to both staff and services.

### Mission and values

The Tavistock and Portman is caring, compassionate and committed to co-creating the care and training we offer. We are passionate about the quality of our work and committed to openness, the use of evidence and the application of improvement science. We value all our staff, are concerned for their wellbeing, and seek to foster leadership, innovation, and excellence in our workforce. We embrace diversity in our workforce and work to make our services and training as accessible as possible. We have made a firm commitment to being an anti-racist, anti-homophobic and anti-transphobic organisation. We work with others, in the UK and internationally, who share our values and can enable us to achieve our mission.

### Mandatory training

The post-holder will be required to attend statutory and mandatory training events as set out in the Trust's staff training policy, which includes attendance at induction and ongoing training in fire safety, health and safety, infection control, risk management, safeguarding children, and participation in appraisal.

## Policies and procedures

The post-holder will be required adhere to all Trust-wide policies and procedures, including: equal opportunities, risk management, health and safety, safeguarding, confidentiality and compliance with the Data Protection Act. The Trust is committed to promoting equality and diversity in employment and in the services it provides.

## Confidentiality

All information concerning patients/clients and staff must be treated as strictly confidential at all times.

## Code of conduct

As an employee of the Trust you are expected to comply with the code of conduct for employees at all times, and any breach of it whilst in practice will be investigated by the Trust.

## Risk management

All Trust employees are accountable, through the terms and conditions of their employment, professional regulations, clinical governance and statutory health and safety regulations, and are responsible for reporting incidents, being aware of the risk management strategy and emergency procedures and attendance at training as required.

All staff have a responsibility to manage risk within their sphere of responsibility. It is a statutory duty to take reasonable care of their own safety and the safety of others who may be affected by acts or omissions.

## Safeguarding

The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All staff are expected to implement the Trusts' safeguarding policies and procedures, act promptly on concern, communicate effectively and share information appropriately.

## Emergency planning

In accordance with the organisation's responsibilities under the Civil Contingencies Act 2004, you may be required to undertake alternative duties as is reasonable directed at alternative locations in the event of and for the duration of a significant internal incident, major incident, or pandemic.

**This job description is subject to annual review in consultation with the post-holder.**

## General information

**Hours of duty:** 37.5 hours per week

**Annual leave:** 27 days per year pro rata – minimum (this increases depending on length of NHS service)

**Terms and conditions:** In accordance with the terms and conditions of the Tavistock and Portman NHS Foundation Trust

**We are an equal opportunities employer**

## Person specification – Digital Learning Technologist

Team: Digital & Library Services

Grade: 5

Attribute/skills	ESSENTIAL	DESIRABLE	APPLICATION STAGE/INTERVIEW
QUALIFICATIONS	Graduate or equivalent level of qualification or equivalent extensive experience.	Postgraduate qualification in a relevant discipline.  Associate fellowship of HEA and/or CMALT practitioner.	Application Form
EXPERIENCE & KNOWLEDGE	<p>Previous experience of working within an educational environment</p> <p>Previous experience of supporting online and/or face to face teaching</p> <p>Knowledge of accessibility guidelines and standards</p> <p>Experience of video editing, multimedia production and audio-visual processes</p> <p>Knowledge and experience of Moodle or another virtual learning environment</p>	<p>Previous experience of working within the NHS.</p> <p>Previous experience of delivering staff training workshops</p> <p>Knowledge and experience of working with an identity authentication solution such as Shibboleth</p> <p>Knowledge and experience of authoring for the Web (HTML, CSS)</p>	Application Form and Interview

	<p>Knowledge and experience of working with online assessment platforms such as Turnitin</p> <p>Previous experience of training people at different levels of competency in the use of online learning environments.</p> <p>An understanding of pedagogic principles associated with enhancing learning through technology. An interest in the pedagogy of e-learning</p>		
<p>SKILLS</p>	<p>Excellent interpersonal skills</p> <p>Excellent oral and written communication and presentation skills</p> <p>Good customer service skills and sensitivity to difficult situations</p> <p>Ability to manage multiple priorities and meet deadlines, with strong organisational, administrative and time management skills.</p> <p>Demonstrable (or previous) experience of working collaboratively within a team.</p> <p>Excellent IT skills – data inputting, keyboard skills, familiarity with</p>		<p>Application Form and Interview</p>

	Microsoft Office programmes and databases		
PERSONAL ATTRIBUTES (demonstrable)	Good administrative and organisational skills  Ability to work in a busy office environment managing competing demands.  Ability to multi-task, prioritise workload and meet deadlines.  Good standard of accuracy and attention to detail		Application Form and Interview