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| **1. JOB IDENTIFICATION** | Job Title | | **eLearning Support** |
| Department(s)/Location | | **Learning & Development** |
| Number of Job Holders | | **1** |
| 1. **JOB PURPOSE**   The eLearning Support provides assistance to the Senior eLearning Technologist, learnPro Project Manager and Learning Development Advisors. eLearning support, in collaboration with clinical/non clinical Teams/Individuals/Managers develop a comprehensive range of online learning/media resources and give expert advice.  The post holder will have the knowledge and skills to provide first line support and training to all system users and give advice, as directed to the organisation to gain maximum benefit meeting national, regional and local priorities.  Using diagnostic, planning, and measurement interventions in response to a wide range of organisational change and improvement challenges. This involves analysing work, obstacles to change, eLearning and multi-media communications and development support for individuals and teams to make this happen. | | | |
| 1. **ORGANISATIONAL POSITION**   Head of Development  OD Lead/Learning & Development Manager  Learning & Development Advisors  Lead Development Technologist    E-learning support  This post | | | |
| 1. **SCOPE AND RANGE**  * The Learning and Development Team is part of the Workforce Directorate and is located in the Learning Centre, Kings Cross Hospital. The post-holder assists the team to provide and deliver a learning service to staff across NHS Tayside (approximately 14,000). * To create and foster the future development of a supportive, creative, internal consultancy model in relation to the integration of multimedia developments that will ensure fitness for practice in response to change and innovation in service design and delivery. * Environment   + NHS Tayside   + NHS Scotland * Support   + Support the Lead Development Technologist in Management and quality control of a diverse range of eLearning projects.   + Support the Lead Development Technologist in the day-to-day management of changes request in relation to the project plans to ensure agreed deadlines and quality standards are met.   + Support the Organisation in the provision of specialist advice in relation to Multimedia. * Budgetary   + Responsible for ensuring the projects remain within budget.   + Ensuring appropriate equipment, licences and stationary ordered to support role. | | | |
| 1. **MAIN DUTIES/RESPONSIBILITIES**  * Develop online Teaching and Learning Resources for Clinical/Non Clinical teams/individuals * Work with subject matter experts, advising on appropriate strategies and educational approaches for online content development ensuring National Strategies and/or Local Policies are adhered to. * Identify and advise what the student/colleague needs to learn with the subject matter experts and develop objectives and ensure that the content developed matches these objectives. * Structure content and activities for student/colleague learning, including development of storyboards, script writing, assessment design and developing instructional learning templates. * Interpret the ideas of subject matter experts to create multimedia and interactive media learning objects to communicate key non medical, medical, clinical and scientific principles. * Add value to existing teaching and learning resources in other formats and adapt and develop them for online delivery as appropriate.   Explore and take forward opportunities for the development of new innovational educational resources such as simulations and applying new and emerging technologies and applications to support and enhance learning activities.  Develop and Train Development Team on different technologies, software, and creation of media.  To learn and acquire systems knowledge to provide training and assistance to support all users of the e-learning management system, Canva, sways and Adobe Premier .  Manage LANDesk or learnPro calls allocated.   * Assist in reviewing, evaluating the accessibility and usability of online materials produced.   Advise members of staff on the benefits of Learning Management systems and train/support them in the use of the systems when problems or queries arise.  Produce robust reports on request.  Undertake Audits of the system on a regular basis.  Train systems users by delivering training and/or coaching.  Maintain the Development Teams Intranet/Internet presence.  Maintain and develop Record Management Protocol for Development Team  Project Manage digital projects through each of the stages ensuring subject matter experts are constantly updated of progress.  Assist the Project Manager in the development and preparation of project plans ensuring all risks and issues are identified and reported.  Maintain Project Management Plans & Spreadsheets  To provide support and cover for other members of the administrative team across the Development Service as directed  Seek and manage feedback using surveys and report back to the Project and Line Manager.  Provide data to Line Manager monthly for Mandatory & Statutory Reporting for Staff Governance Committee.  **Induction Standards & Code of Conduct**  Your performance must comply with the national “Mandatory Induction Standards for Healthcare Support Workers 2009” and with the Code of Conduct for Healthcare Support Workers. | | | |
| 1. **COMMUNICATIONS AND RELATIONSHIPS**   Required to communicate complex information with colleagues within the team, across NHS Tayside and its partner organisations.  Persuasive skills are required.  Negotiation skills are essential due to the complex nature of the organisation.  Provide training to end users of eLearning systems including other media software.  Produce robust Project reports for both Project Manager and Line Manager.  Cover Project & Line Manager in Meetings.  Ensure changes to license fees are managed and communicated to Project Manager.  Build and maintain relationships both within and out with Team.  Have a high level of emotional intelligence due to the complex nature of some projects.  Be able to provide more than one solution to a range of complex issues using facts and good judgement. | | | |
| 1. **KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**   Diploma in Information Technology and Telecommunications or equivalent qualification  Knowledge and skills of using a variety of Office 365 software packages  Knowledge and skills of Video Editing Software e.g. Adobe Premiere, iMovie, Final Cut Pro  Knowledge and skills of graphics software e.g. Photoshop, Canva  Experience of using Project Management software e.g. MS Project  Knowledge of Project Management and Project Reporting.  Experience of Training Delivery.  Be able to adapt/change training style to each individual/team in the moment.  Excellent keyboard skills.  Apply an adapt a flexible approach to work.  Good oral, written, and visual communication skills.  Good interpersonal and teamwork skills.  Work under pressure.  Strong interest in online learning developments and innovation.  Identify errors or problems through queries and identify early resolution.  Provide detailed advice/training to Users/Management and other clients as required.  Manage workload and projects to strict deadlines and to produce a high standard of work accurately and with attention to detail whilst under pressure.  Relate confidently and with accuracy to all concerned parties.  Self-direct and prioritise workload with the ability to integrate within a team environment.  Knowledge of developments and best practice in online learning.  Work independently using effective self-management of time and prioritise and deliver projects to specified timescales. | | | |
| 1. **SYSTEMS AND EQUIPMENT**   The postholder will use and become familiar with the tools and modules within the following systems, including but not restricted to :  All aspects of hospital Intranet and Internet  Knowledge of Microsoft Office 365 and Windows 10  Knowledge of networks and server technologies  Video Editing Software e.g. Adobe Premiere, iMovie, Final Cut Pro  Keyboard / advanced computer skills  Database and spreadsheet management  Desktop Publishing software e.g. Microsoft Publisher, Pagemaker, Adobe Go Live, Adobe InDesign, Corel Draw  A range of graphics software e.g. Photoshop, After Effects, Fireworks  Presentation software e.g. Powerpoint, Canva  Project management software e.g. MS Project  Mindmapping software e.g. Mindscape  Postholder must have the ability to use these tools effectively to produce professional quality results.  **Responsibility for Records Management**  All records created in the course of the business of NHS Tayside are corporate records and are public records under the terms of the Public Records (Scotland) Act 2011. This includes email messages and other electronic records. It is your responsibility to ensure that you keep appropriate records of your work in NHS Tayside and manage those records in keeping with the NHS Tayside Records Management Policy and with any guidance produced by NHS Tayside specific to your employment. | | | |
| 1. **PHYSICAL DEMANDS OF THE JOB**   Speed and accuracy of keyboard use is required including advanced keyboard skills.  Art, graphics and general design / layout skills.  Video/interview on site in both clinical and non-clinical areas.  Presentation/facilitation delivery to large groups of professionals.  The postholder may be required to develop / use other skills in the development of learning tools including digital photography, audio, video, and appropriate editing software.  The postholder requires to be positioned at their workstation for long periods of the working day (around 3 to 4 hours at a time) answering telephone enquiries and giving solutions to user’s problems, upon request via LAND Desk or learnPro.  Working mainly within office/NHS environments. | | | |
| 1. **Mental Demands:**   Intense concentration required when designing, developing, piloting and checking multimedia packs prior to publishing.  Concentration required for checking documents, writing reports and protocols.  Ability to work to project deadlines.  Balancing facilitation with encouraging staff/authors to produce content.  Express information and ideas clearly and accurately through verbal and written work.  Postholder is required to provide creative, artistic and innovative solutions to meet staff development needs within the organisation.  The postholder experiences frequent unpredictable interruptions to their daily working schedule as a result of various demands for attention from Users and Managers. | | | |
| 1. **Emotional Demands:**   The post holder is required to negotiate and persuade users of the system who may not be I.T. proficient.  The exercise of diplomacy, empathy and restraint is essential as the post holder will be required to assist in dealing with enquiries/complaints from systems users.  The ability to cope with pressure of meeting deadlines is essential.  Working on complex subjects that may trigger strong emotion. | | | |
| 1. **Working Conditions:**   Due to the nature of the workload and the dependency of computer packages, the post holder is therefore sitting in a restricted position for a substantial proportion of their working day or situated in clinical areas. | | | |
| 1. **DECISIONS AND JUDGEMENTS**   The post holder is required to plan and prioritise their workload.  The post holder is required to ensure that their own workload is managed effectively and efficiently.  The post holder is required to work on a range of facts or situations, requiring comparison of a range of options judgements and assessments on projects where there is more than one solution where there is more than one solution to a problem or issue. | | | |
| 1. **MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**   Managing time effectively, prioritising work to meet competing demands.  Complex subjects that may trigger different emotions.  Managing multiple projects and prioritising.  Supporting end users with lack of IT Skills. | | | |
| 1. **JOB DESCRIPTION AGREEMENT**   A separate job description will need to be signed off by each postholder to whom the job description applies. | | | |
| **Job Holder’s Signature:** | | **Date:** | |
| **Head of Department’s Signature:** | | **Date:** | |

