

# Recruitment Pack

**Moodle Developer**

November 2024

**Thank you for your interest in working with Lancashire Mind**

## Who are we?

Lancashire Mind is an independent mental health charity, delivering our impactful strategy that has been co-created with the people of Lancashire. We reach over 10,000 people each year.

We're an active member of the national Mind Federation, linking us with over 100 other local Mind organisations across England and Wales, providing excellent opportunities for good practice sharing and partnership working.

Our purpose is to support people in Lancashire to achieve the best mental health and wellbeing possible.

To achieve this, we:

**Connect Minds** through ongoing engagement and co-creation.

**Change Minds** by challenging stigma and increasing knowledge around mental health.

**Support Minds** by being a source of help, where, when, and how people need it.

We value being:

### Real

Grounded in lived experience and making sure our work is relevant to Lancashire.

### Bold

We're not afraid to demand better for people who need our help.

### Caring

Treating people with compassion and respect and being there for people and communities in Lancashire.

### Open

Working inclusively to tackle issues and being open to new ideas.

We believe that everyone can achieve good mental health and wellbeing, and that resilience is

the key to sustaining it. With 50% of mental health conditions developing before the age of 14, building resilience from an early age is central to the work we do.

We empower people in Lancashire to value and take care of their mental health. Our work ranges from 1:1 support for people facing multiple and complex barriers, to preventative and influencing work. We work in partnership with others to make mental wellbeing a priority.

We are determined to be an organisation that is representative of the diversity of the whole county and one that challenges the mental health inequalities faced by our communities. We're working to become a truly anti-racist organisation.

Everyone who works for Lancashire Mind is fuelled by a passionate belief that enabling people to achieve mental wellbeing will reduce the number of people who go on to develop a mental health condition, and for those who do, to have a better chance of remaining well.

**Join us to connect, change and support minds in Lancashire.**

## Why work with us?

As well as striving to meet the mental health needs of our local communities, we aim to be a good employer and do what we can to provide a



supportive and healthy environment for our employees.

You'll get a friendly welcome from colleagues and clear expectations about your role and how it contributes to achieving Lancashire Mind's goals.

### **Flexible working**

We operate a hybrid working policy. For office-based roles, you can split your time between home and our office in Chorley. For service delivery roles, you'll also spend time working in communities at a range of different venues. Depending on the requirements of the role, we will also consider remote working.

Our full-time hours are 35 hours per week. We are open to requests for flexible working hours, including compressed hours. Everyone is provided with the equipment needed to work from home or in the community.

### **Leave**

Full-time staff have 25 days annual leave, plus bank holidays (pro rata for part-time roles). We close for the days between Christmas and New Year, which are given as additional leave entitlement (pro rata).

We've recently introduced long-service leave. Employees who've worked for Lancashire Mind continuously for 3 years are entitled to an extra day's holiday for each full year of service, up to a maximum of 5 days (pro rata). We've also introduced a buying/selling annual leave scheme.

We offer five paid days of emergency/compassionate leave (pro rata) to help you manage unexpected life events.

### **Wellbeing benefits**

We have a workplace wellbeing scheme provided by a small team of staff champions. Champions organise wellbeing activities and run a regular wellbeing survey, giving staff the chance to input to improving wellbeing in the workplace.

We offer an annual, paid wellbeing half-day to encourage all employees to do something positive for their own wellbeing.

Our Employee Assistance Programme gives you and your immediate family access to a 24/7, 365 confidential helpline and you'll have access to a smartphone app with personalised wellbeing content.

We cover the cost of an annual standard eye test and annual flu vaccination for all staff, regardless of your role.

### **Financial benefits**

We offer the opportunity for staff to save for their retirement by providing a workplace pension scheme, with options for matched contributions up to 6%.

From your start date you'll be eligible for the company sick pay scheme, which increases with each year served up to 6 weeks full pay, 6 weeks half pay after five years of service.

### **Learning and development**

You'll have protected time during regular supervision sessions with your line manager to reflect on and plan the work you do.

We provide a wide range of learning opportunities, including shadowing other staff, as well as regular training courses.



# Who you'll work with

You'll join colleagues in the Workplace Wellbeing and Training Team, which is managed by the Workplace Wellbeing and Training Lead. Lancashire Mind is continually engaging with Lancashire organisations and schools to support their workplace wellbeing. We also work with partner third sector charities and CIC's to support development and delivery of their eLearning programmes. We focus on working with organisations to promote positive mental health, as well as promoting suicide prevention. We also work with parents on supporting the emotional wellbeing of children and young people in their care. We do this with the support of the other External Relations Departments, such as Relationship and New Business Team. We work closely to find and engage new partners and organisations to make our reach even greater.

## Your role

This is an exciting new role, helping Lancashire Mind develop and expand their Learning Management System (LMS) to support development of their own eLearning products and that of their LMS tenants.

You will work closely with the existing team to create interactive learning experiences to support professionals and members of the community learn more about how to support their own wellbeing and the wellbeing of others.

We are looking for someone who is keen to build relationships with partner organisations and local businesses to understand their needs and develop Moodle products themed around the needs of their teams, which will include emotional wellbeing and mental health. You will be working closely with Lancashire Mind team members, therefore, knowledge of mental health and wellbeing is not essential. Effective communication and team working will be essential to managing relationships both internally with team members and with external stakeholders to ensure the smooth development of new products.

You will have excellent attention to detail and be able to create content to a high standard to meet the requirements of our LMS tenants and Lancashire Mind's own eLearning audience. You will be confident in handling SCORM files which are compatible with our existing learning management system to support the growth of our eLearning programme.

You will be able to manage your own workload and work proactively and autonomously. You will also be able to manage competing priorities to meet deadlines.

Above all, we want someone who believes in our vision of a Lancashire where everyone has the opportunity to have the best mental health and wellbeing possible.



# Job description

**Job title:** Moodle Developer

**Hours:** 35 hours per week (with a minimum of 28 hours per week)

**Contract:** Fixed term contract until the end of July 2025, with potential for further work subject to funding.

**Salary:** £25,767 (pro rata)

**Responsible to:** Workplace Wellbeing Training Lead

**Location:** Remote from home (or a mix of office and home if local to Lancashire) – travel to Lancashire will be required for around 6 days per year to attend in person team days, therefore, the candidate must be UK based.

## Overview

Under the direction of the Workplace Wellbeing and Training Lead, and in liaison with colleagues and customers, the Moodle Developer will plan, create and develop new eLearning modules for a wide range of audiences across Lancashire, to raise awareness and increase understanding of mental health and wellbeing. This includes development of new products as part of funded projects, as well as for customers who wish to have tailored eLearning created to their specific need.

Due to the nature of the role, there is a significant amount of home working whilst staying closely connected into colleagues. You will be meeting with customers and relevant team members to support effective creation and development of Moodle eLearning modules to meet the needs of customers and funders. The Developer will also work closely with team members around mental health content, therefore, knowledge of mental health and related topics is not essential as training will be provided to support improved knowledge. There is an element of lone working to this role, which will include attending virtual meetings with organisational representatives to understand their needs and ensure products are created to a high standard, therefore the candidate must be comfortable working autonomously but also with new partners and customers.

## Main duties and responsibilities

- Coordinate development of new eLearning Moodle products for our Learning Management System using H5P, in collaboration with Lancashire Mind colleagues and partner organisations.
- Support the growth of Lancashire Mind's eLearning tenancy programme to new partner organisations.
- Ensure smooth operation of the Lancashire Mind Moodle platform and those of LMS (Learning Management System) tenants for prospective learners.
- Work closely with partner organisations to develop Moodle eLearning products for their customers.
- Problem solve any technical challenges that may arise for learners or tenants.

- Working with tenants and hosts to share SCORM packages to support the expansion and growth of eLearning development.
- Monitor learner feedback and evaluate products to ensure a consistent and quality experience for learners and LMS (Learning Management System) tenants.
- Understand and implement Lancashire Mind’s policies and procedures, including key policies such as lone working and information governance.
- Attend internal and external meetings and training, as and when necessary.
- Undertake flexible working hours, including weekend and evening work when required (where possible, working hours don’t go above the contracted hours but this is sometimes unavoidable so we operate a time off in lieu (TOIL) policy, this allows any time owed to be taken back at a later date).
- Travel across Lancashire (travel expenses reimbursed, except for usual commute to and from work).
- Undertake other reasonable duties, as and when deemed necessary by a Senior Manager.

**Please note:** Lancashire Mind follows Safer Recruitment practices and have a commitment to safeguarding people who use our services. Therefore, this role is subject to an enhanced Disclosure and Barring Service (DBS) check so all applicants must be willing to undergo the check. If invited to interview, we will ask you to provide evidence of your qualifications and right to work in the UK.



# Person specification

We only consider inviting to interview people who show that they possess the required experience, skills and personal attributes, as outlined in the table below. **When completing your application form, please use examples from your professional and personal life to illustrate how you fulfil all the criteria to be assessed at application stage only (A).**

Lancashire Mind is committed to fighting racism and other forms of oppression. We want to be a great employer for all our staff, regardless of their background or characteristics. We recognise that not everyone is the same and that different people will require different support to fulfil their potential. We want to ensure Lancashire becomes a place of greater equity and inclusion. One thing we can do to work towards that goal is to ensure that our staff team is representative of the diverse communities across Lancashire, and particularly those communities we know face mental health inequalities. We particularly encourage applications from those communities and from anyone with experience of living with a mental health condition.

	Criteria	Assessed at application (A) or interview (I)
<b>Knowledge and experience</b>	1. Relevant work experience using Moodle and H5P in a similar role or with transferable skills.	A and I
	2. Experience of planning, creating and evaluating Moodle eLearning modules.	A and I
	3. Experience of working with customers or partner organisations to understand their needs for eLearning development.	A and I
	4. Experience of presenting information to customers/partner organisations/stakeholders.	I
	5. Experience of using digital platforms to research and gather data to support development and learning for either professional improvement or creation of elearning materials.	I
<b>Skills, abilities and competencies</b>	1. Ability to communicate effectively with a wide range of people and through a variety of methods.	I
	2. Excellent numeracy, literacy and report writing skills with the ability to maintain accurate records.	A
	3. Ability to manage conflicting demands and pressures and to successfully support others to do the same.	A
	4. Excellent office IT skills (Microsoft Office 365, including Excel) and the ability to learn new software packages, including video conferencing platforms.	A

<b>Personal attributes</b>	1. Positive, enthusiastic and friendly attitude.	I
	2. A demonstrable personal commitment to equal opportunities, diversity and inclusion and challenging discrimination.	I
	3. Take accountability and hold others to account.	I



# To apply

If you would like to discuss the job before applying, contact Karen Arrowsmith, Workplace and Training Lead, at [karenarrowsmith@lancashiremind.org.uk](mailto:karenarrowsmith@lancashiremind.org.uk).

Applications must be submitted using a Lancashire Mind job application form, which can be downloaded from our website [www.lancashiremind.org.uk/recruitment](http://www.lancashiremind.org.uk/recruitment) or requested by emailing [admin@lancashiremind.org.uk](mailto:admin@lancashiremind.org.uk)

## **The deadline for applications is 9.00am on 12th December 2024**

Email your completed application form to [admin@lancashiremind.org.uk](mailto:admin@lancashiremind.org.uk). Please do not convert your form to a PDF, otherwise it will not be possible for us to remove the identifying information before sending your application to the recruitment panel.

Late applications will not be accepted. Those who do not adequately demonstrate how they fulfil the criteria required at application stage, will not be considered for shortlisting.

**Interviews for this post are scheduled to take place on 7<sup>th</sup> January 2025 so please keep this date free as alternatives can't be offered.** Successful candidates will be notified no later than 18<sup>th</sup> December 2024. Interviews will be held either in-person in Chorley, or virtually dependent on the location of the candidate.

If you have not heard from us by two weeks after the deadline, please assume that you have not been shortlisted on this occasion. The organisation regrets that it cannot provide feedback to unsuccessful applicants at the shortlisting stage.

If you have any questions about the application process or require support with the process, please contact our Operations Team on 01257 231660.

# What to expect at interview

Shortlisted applicants will be invited to attend an interview, which will usually take place at the Lancashire Mind office in Chorley. Occasionally, they are held at other venues in Lancashire or virtually via Microsoft Teams. Details of the venue and times will be included within the email invite. You can expect the following if you are attending an interview:

- All interviews will include a 10 minute presentation by the candidate and a set of questions asked by a panel of three people.
- The ability to share some of your existing content creation would be beneficial as part of your presentation to support your application and demonstrate your experience. You may wish to share this in person or send it prior to interview and refer to it whilst sharing your suitability for the role during the interview. In either case you will need to prepare a presentation in advance and/or share content in advance of the interview. Where a presentation is required, we provide a minimum of 4 days' notice to allow time for preparation. We recommend applicants pencil time into their diary for preparing a presentation, in the event they are shortlisted.
- We allow 30 minutes for candidates to read the panel questions and make notes prior to interview, which can be referred to during the interview.
- The panel interview will usually consist of between 6 and 8 questions and takes around 30 to 45 minutes.
- We aim to support people to feel as comfortable as possible at interview and are happy for you to ask for clarification on any of the questions asked by the panel, as well as taking a few moments to think about a question before answering.
- Once the panel have asked their questions, candidates can ask questions about the job and/or Lancashire Mind.
- We can adapt the interview process for individuals where required. There is space on the job application form to request reasonable adjustments.

## Lancashire Mind

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