

Job description

Post	Learning Technologist (ShiftWorks)
Grade	5
Hours	35
Accountable to	Senior Consultant & Programme Director (ShiftWorks)

The King's Fund is an independent charity working to improve health and care in England. We help to shape policy and practice through research and analysis; develop individuals, teams and organisations; promote understanding of the health and social care system; and bring people together to learn, share knowledge and debate. Our vision is that the best possible health and care is available to all. We have a high profile and strong reputation for influencing health and care policy, providing leadership development and producing excellent communications.

Our values

We expect everyone who works for us to be committed to our values and to share our commitment to becoming a more diverse and inclusive organisation. Our vision, values and commitment to diversity and inclusion can be seen at: <http://www.kingsfund.org.uk/about-us/our-vision-mission-and-values/our-values>

Job purpose

ShiftWorks is The King's Fund's new online learning and development offer to the health and care system, focussed on management, leadership and organisation development. Part of the Leadership and Organisation Development directorate, this job sits within a small team of three that includes the Programme Director and Development Consultant. Over the next two years, this brand-new team will design, test and scale ambitious plans for a low-cost high-volume product organised around short self-directed courses and nano-learning.

This person will be responsible for maintaining the ShiftWorks online learning environment, which includes a suite of new self-directed courses, nano-learning materials, and their learners. They will provide day-to-day support to learners and leverage existing and future learning technologies in ways that maximise engagement with the offer.

Main responsibilities

- Leads on the engagement, management, and day-to-day experience of learners within the new ShiftWorks online learning offer and platform.
- Draws from and applies the latest digital learning technologies to improve learner experience.
- Maintains and manages the learning platform(s) Circle.io (and FutureLearn), providing user support to individuals and organisations, and ensuring online community guidelines are followed across the ShiftWorks learning environment.
- Provides support to the Programme Director to develop and implement an impact framework.
- Administers the day-to-day accreditation of courses for learners.
- Contributes to the overall development and growth of ShiftWorks as a new high impact learning offer.

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Management of people and resources

- Effectively maintains the learning platform and manages the relevant client relationships with platform providers, Circle.io (ShiftWorks) and FutureLearn.
- Effectively manages a growing portfolio of online courses, supporting the Programme Director to establish robust information governance, quality assurance processes, and guidelines for community participation.
- Effectively manages people and stakeholders (both internal and external) by building high-quality working relationships that are collegiate and responsive.

Growing learner engagement

- Effectively manages the day-to-day experience of learners on the platform, troubleshooting problems and encouraging engagement in the offer.
- Identifies and tests opportunities to improve engagement with ShiftWorks learning products.
- Provides support to the Programme Director and Development Consultant in relation to scaling ShiftWorks. Specifically, the requirements necessary for managing a high and growing number of learners without compromising the quality of their experience and engagement.
- Provides support to the Programme Director in the development of an impact framework for online learning, the collection of learner feedback, and socialisation of learning back into The King's Fund.
- With the ShiftWorks Programme Director and Development Consultant, contributes to the implementation of an accreditation framework for ShiftWorks courses.

Optimising learning technology

- Leads on the day-to-day maintenance, development and improvement of the ShiftWorks online learning environment.
- Provides learning technology support to all end users and client organisations participating in the ShiftWorks programme.
- Acts as a point of contact for best practice in online learning environments and learner engagement within The King's Fund.

Other

- Supports The King's Fund to develop its approach to online learning and beneficiary engagement, and its ability to maximise the opportunities in digital learning technologies more widely.
- Actively maintains a cutting-edge knowledge of digital, online, and educational technology developments and meet the changing needs of the job, team, and organisation by participating in appraisal and appropriate learning activities including information security and privacy awareness.
- With the ShiftWorks Programme Director and Development Consultant, attends and contributes to events socialising both the ShiftWorks product, and The King's Fund's approach to online learning and development in health and care.
- Encourages and supports the development of others, the team, and the organisation by engaging in and contributing to the Fund as a learning organisation and to its positive culture.
- Represents the team and Fund in a professional and positive manner with both internal and external stakeholders and in doing so reflects the values of the organisation.
- Undertakes any other duties that may reasonably be required, and are commensurate with the grade of the job, in furtherance of the objectives of the Fund.
- Ensures compliance with The King's Fund's policies, procedures and contract of employment.

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Person specification

Supporting Evidence

You must demonstrate your experiences, skills, abilities and values by giving specific examples for the criteria within the person specification.

	Essential	Desirable	How Tested
Training and qualifications		<ul style="list-style-type: none"> Graduate or equivalent level of qualification. Accredited CMALT practitioner. 	<i>Application</i>
Knowledge and experience	<ul style="list-style-type: none"> Experience managing and maintaining an online learning environment. Demonstrable experience of successful online community building, and/or increasing learner engagement with an online learning product. Experience establishing online community guidelines and exercising an ethical moderating approach. Experience collecting, analysing and presenting data. Knowledge of using and administering learning / content management systems. In-depth understanding of the current online learning landscape. Good understanding of issues of equity, diversity and inclusion in online learning. Experience of evaluating and analysing the impact of digital outputs 	<ul style="list-style-type: none"> An understanding and an interest in the theory of online learning. Good working knowledge of the health and social care system across sectors. 	<i>Application</i>
Skills and abilities	<ul style="list-style-type: none"> Excellent IT skills. Ability to work independently and at pace, prioritising a variety of tasks. 	<ul style="list-style-type: none"> Able to give high quality presentations to a range of audiences. 	<i>Interview Skills test</i>

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	Essential	Desirable	How Tested
	<ul style="list-style-type: none"> • Excellent interpersonal and communication skills. • Ability to work collaboratively and sustain effective working relationships with diverse colleagues, partners and clients. • Understands The King's Fund's values and their application to this role. • Has an appreciation of the work and mission of the Fund and the contribution of this role. 		
Personal qualities	<ul style="list-style-type: none"> • Enthusiastic to discover and test out new online learning tools and technologies including AI. • High levels of initiative and a solution-focussed attitude. • A willingness to experiment, fail, learn and adapt. • High standards of work and a commitment to continuous improvement. • Self-aware. • Values diversity, equality and inclusion. • Committed to continued learning and supporting the learning of others. • Willingness to accept responsibility and opportunities appropriate for the role. • A flexible approach to their role and to change 	<ul style="list-style-type: none"> • Passionate about promoting online learning internally and externally. • Comfortable working within a small, close-knit team. 	<i>Interview</i>

Date: May 2024