# Job Description

**Post:** Learning Technologist

**Department:** Education

**Division:** Horticulture and Learning

## Key Responsibilities

* To carry out front-end technical administration and maintenance of the VLE (PropaGate Learning, Moodle) and Online Portfolio Site (MyPortfolio, Mahara)
* To provide online learning technical support and training for students and tutors
* To work with tutors to maintain current courses and to develop resources for new courses

## Specific Responsibilities

* Carry out day-to-day VLE and Online Portfolio administration (Moodle/Mahara) to ensure the effective delivery of courses, including records management, troubleshooting, resolving technical issues, and ensuring the site is up to date
* Provide technical support for staff and students as required, in person, verbally, online and by email, being proactive in understanding and responding to their needs
* Monitor, check, update and recommend improvements to courses
* Work with the Learning Technology Team and tutors to develop online courses
* Collaborate with colleagues across RBGE as appropriate to achieve RBGE’s objectives, in particular: Enrichment and empowerment of individuals and communities through learning and engagement with plants and fungi
* Develop digital learning resources for online courses using your knowledge of online learning pedagogies, online learning design methods and content creation software
* Establish and maintain good working relationships with tutors and subject specialists to drive the development of new learning resources, ensuring they are delivered within agreed timescales
* Maintain up to date knowledge of the technical and regulatory landscapes in which online learning is delivered, including software updates; innovations; new features/plugins; and intellectual property, data protection (UK GDPR tailored by the Data Protection Act 2018.) and accessibility regulations (The Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018)
* Play an active part in the Learning Technology Team, making valuable contributions and supporting and working with other team members
* Liaise with external partners and organisations including: RBGE’s VLE hosting company, centres running RBGE courses, external tutors, and the Royal Horticultural Society
* Deliver PropaGate Learning and digital technologies training to tutors and students
* Prioritise and manage many overlapping projects, taking responsibility for the management of your own workload; consult with the Senior Learning Technologist and negotiate with appropriate stakeholders in the event of conflicting priorities or other risks affecting the achievement of targets .
* Carry out other duties as agreed with the Senior Learning Technologist

# Person Specification

## Skills/Aptitude

### Essential

* Moodle Administration (front-end) knowledge
* Mahara Administration (front-end) knowledge
* Advanced communication skills for tasks such as training, responding to complaints, creating written learning materials and guides, and influencing others
* A flair for the creation of engaging, interactive, and professionally presented online content
* Proficient in a variety of different software packages, e.g., some or all of video and audio editing software; PowerPoint to create online presentations/videos; Articulate 360 (or similar); Adobe Acrobat; Adobe Creative Cloud products
* Problem solving skills
* Self-motivated and able to work autonomously
* Attention to detail/accuracy including proof reading
* Ability to prioritise overlapping projects and mange time to achieve deadlines
* Client focused with the ability to adjust customer engagement to cater for diverse needs
* Ability to explain technical issues to non-technical audiences

### Desirable

* Project management skills
* HTML/CSS authoring skills
* Report/article writing skills

## Knowledge

### Essential

* Experience in a comparable online learning working environment working with Moodle and Mahara
* Experience of supporting users to use learning and digital technologies
* Experience of creating online learning content e.g., SCORM, video, gamification etc.

### Desirable

* Understanding of teaching and assessment design including instructional design
* Filming and video editing experience
* Working knowledge of Articulate 360
* Previous knowledge and/or experience of proof reading and user testing e-learning
* Previous experience of project work, ideally including responsibility for project outcomes
* Experience of supporting users with virtual meeting delivery

## Professional Qualifications

### Essential

Undergraduate degree in a related subject or significant relevant practical work experience in a similar role