

# Job description

Post title: Digital Learning & Development Lead  
Service area: Human Resources  
Grade: PO4  
Reports to: Senior OD and Learning & Development Lead  
Your team: N/A  
Number of supervisees: N/A

## Our ambition

We're determined to make Islington fairer. To create a place where everyone, whatever their background, has the opportunity to reach their potential and enjoy a good quality of life.

We also have an ambitious goal – to be the best council in the country – with every employee clear about the part they play and inspired, focused and supported to give their very best.

We want to build an organisation where employees feel valued, inspired and empowered to help us achieve our goals and provide the best services possible to our residents.

## Our values and behaviours

'Be Islington' is about setting a clear challenge about what it means to be an Islington employee and sets the standard for every new recruit.

We ask our employees to 'Be Islington' – playing their part in working together for a fairer borough and to always be collaborative, be ambitious, be resourceful, and be empowering ('CARE').

## Our commitment to challenging inequality

We are committed to tackling inequality, racism and injustice and creating a fairer borough for all. In order to do this, we need to set the example by being a fair employer and creating a workplace environment, which is free from discrimination, racism and inequality. Our approach needs to be proactive, consistently learning to create a fairer workplace and foster a culture, which empowers all staff to challenge inequality.

Fairness is at the heart of what we do. We want to celebrate and embrace our differences by:

- Ensuring our workforce is representative of the people we work on behalf of, our residents
- Creating equitable working environments and diverse teams
- Understanding our residents in order to design and deliver services that help tackle inequality and improve life chances for our residents
- Getting to know people and their differences
- Interpreting issues and concerns from a cultural perspective and address situations or problems from the points-of-view of multiple cultures
- Supporting people with long-term health conditions and/or disabilities

- Recognising the value of flexible working to support staff where possible

## Key responsibilities

- Develop digital learning solutions utilising digital tools and technology to produce innovative and effective solutions.
- Lead projects and initiatives that are aligned with enhancing the quality and consistency of the digital learning environment, the digital skills and capabilities of staff, and the use of technology-enhanced learning.
- Provide expert guidance, advice, and support to colleagues on the design, development and implementation of online materials and resources, helping colleagues implement a range of new technologies to enhance the learning experience.
- Work with HR colleagues to support the implementation of the council's digital learning strategy and contribute to the delivery of other key strategic objectives. Work with HR colleagues to develop learning pathways for user groups.
- Develop internal digital learning capability through events, advice, tools and resources, and learning engaging with employee representative groups.
- Design online materials to support the delivery blended/online courses. Create and update materials for blended learning, including text, images, and digital media.
- Build and manage strong working relationships with internal stakeholders as well as external suppliers.
- Curate and market content, tools, and resources for optimal user experience and business impact.
- Be an advocate for the user experience when developing digital learning solutions. Undertake needs analysis and end-user research to inform design and determine performance outcomes.
- Develop and implement innovative ways of evaluating knowledge transfer to learners.
- Analyse course enrolments, completion rates and evaluations. Implement strategies to increase both and monitor learners progress and utilisation.
- Creation and support of various tools to assist the HR team with LMS development.

- Provide high-level advice and guidance in the effective use and implementation of blended learning and other technologies. Ensure accessibility, diversity and inclusion considerations are embedded into the planning, design and delivery of digital materials and tools.

## Resources and Financial management

Ensure effective Financial Management, cost controls and income maximisation in an ever changing environment, fluctuating demands and priorities. Ensure resources are well managed and effectively deployed to the best possible effects assuring value for money in all activities.

## Compliance

Ensure legal, regulatory and policy compliance under GDPR, Health and Safety and in area of your specialism identifying opportunities and risks and escalating where appropriate.

## Work style

Flexible

## Person specification

You should demonstrate on your application form how you meet the essential criteria. Please ensure that you address each of the criteria as this will be assessed to determine your suitability for the post.

## Essential criteria

### Qualifications

Essential criteria	Criteria description	Assessed by
1	Relevant CIPD qualification or equivalent knowledge, skills and experience.	Application
2	Evidence of continued professional development.	Application

### Experience

Essential criteria	Criteria description	Assessed by
3	Experience of creating online learning experiences, self-paced e-learning courses and modules, and multimedia learning components.	Application/Interview

Essential criteria	Criteria description	Assessed by
4	Experience of working with managers and key stakeholders to shape and implement effective learning and development strategies and interventions.	Application/Interview
5	Experience of effective project management of initiatives, from concept through to implementation.	Application/Interview/

## Skills

Essential criteria	Criteria description	Assessed by
6	Strong technical capability in e-learning tools / multimedia and online learning technologies.	Application/Interview
7	Expert knowledge of learning design theory and practical application across all type of learning environment, keeping up to date with new thinking/approaches and sharing with the wider team.	Application/Interview
8	Experienced in the use of digital resources to create and deliver learning e.g. authoring tools, virtual classrooms, creation of infographics etc.	Application/Interview
9	Strong and credible delivery/facilitation skills in a virtual and face to face environment.	Application/Interview
10	Up to date knowledge of new learning technologies and evolving learning methods.	Application/Interview

## Our accreditations

Our accreditations include: the Healthy Workplace award, Timewise, London Living Wage Employer, Disability Confident Committed, The Mayor's Good Work Standard, Stonewall Diversity Champion, and Time to Change.

