

June 2025

Job Specification

Position Title:	Learning Technology Developer Part Time (28 hrs per week / 4 days per week)
Salary:	£36,555.26 Pro Rata
Location:	London (hybrid)
Reports To:	Learning Technology Manager

Job Overview:

To support the delivery of our Wiseradviser training for debt advisers. Enabling them to help people across the UK tackle their debts and manage their money with confidence.

- Through continuous improvement, update content and improve the user experience of our e-learning courses, working with external Subject Matter Experts and improving course design.
- Manage and assist with assigned projects (e.g. end to end development or review of e-learning courses).
- To provide 1st line technical support for the LMS at the Money Advice Trust by creating user guides for learners and diagnosing and resolving system issues.

Key Responsibilities:

Production and development of learning materials

- Update allocated e-learning courses using Evolve and Lectora (e-learning software)
- Complete updates in line with agreed timetable, and keep Learning Technology Manager up to date on any delays
- Project manage or assist with new E-Learning projects including liaising with suppliers and external developers
- Work with Subject Matter Experts and Learning Managers to develop courses; creating content, reviewing and acting upon trainee feedback, and improving course design.
- Using HTML / CSS / JS where appropriate to create or edit E-Learning content
- Assist with designing mock-ups and templates for mobile, desktop and tablet when creating E-Learning

- Diagnose and troubleshoot all E-Learning issues ensuring that all templates are up-to-dates
- Upload and test updated and new versions of courses thoroughly on the LMS. Create and update documentation on the E-Learning updating and editing processes in line with the various authoring tools
- Manage assigned projects end to end (e-learning and webinars) using set project management procedures and documentation to:
- Work with wider team to create a brief, including creative, technical and accessibility requirements Collaborate with all involved in the project, including external subject matter experts and e-learning developers
- Ensure the brief and timescales are adhered to
- Work with wider team to ensure that the learning is fit for purpose for the end users.
- Work with wider team to assist on assigned projects (e-learning, ~~face-to-face~~ and virtual classes) to make the courses as effective as possible.
- Collaborate with all involved in the project, including external subject matter experts and e-learning developers
- Review and test e-learning, giving feedback on the design and content.
- Organise course pilots.
- Update our virtual class course materials in line with regular process (this includes handbooks, PowerPoints, tutor notes, activities).
- Work with the wider team to finalise materials; formatting and proof-reading

- Reviewing trainee and tutor feedback and raising concerns with wider team
- Assist team in planning annual course programme. Reviewing bookings and suggesting adjustments based on demand.
- Analyse trainee feedback from e-learning courses, updating the departmental monthly reporting spread sheet and use to inform improvement/production of materials

Other key responsibilities:

- Answer email enquiries from trainees, tutors and website administrators in Northern Ireland partner organisations. More complex LMS queries should be referred to the Learning Technology Manager.
- Troubleshoot LMS issues ensuring minimal impact to service.
- Assist with the maintenance and development of the LMS (creating and updating web pages using HTML / CSS / JS, keeping course information up to date).
- Escalate issues to Learning Technology Manager with in-depth detail and working examples.
- Extract data and develop regular reports, using LMS analytics.
- Provide cover for other members of the team in their absence.

Experience:

Skills - essential:

- Able to effectively prioritise, plan and manage own workload
- Good inter-personal and strong customer service skills
- Excellent organisational, literacy and numeracy skills
- Self-sufficient and reliable
- Analytical and problem-solving skills
- Strong Plain English writing skills and good attention to detail
- Able to communicate well with colleagues, senior managers and external people.
- Computer literate with high competence in Microsoft Office
- Ability to learn to use new software packages and emerging learning technologies

Knowledge and Experience – essential:

- Experience of coordinating and maintaining e-learning courses
- Experience of working as part of a project team
- Experience of managing suppliers

Knowledge and experience – desirable:

- Experience of coordinating training events
- Experience administering websites or Learning Management Systems
- Experience of report writing
- Experience of managing projects

Qualifications:

- A level standard or equivalent vocational subject or equivalent experience

Personal Qualities:

Commitment to the values of the Trust which are to:

- We put people first
- We support each other
- We solve problems

An enthusiasm for the work of the Money Advice Trust and the benefit it brings to clients