

Role and person profile

Post title:	Online Learning Developer	Location:	Guildford
Division:	People Group	Department:	Organisational Development
Reports to:	Training and Development Manager	Responsible for:	n/a
Scale:	SCP 18 - 20	Permanent/FTC/Temp:	Permanent
Post no:	4088		

Section 1 – Accountabilities

Main role purpose:

To provide support to the Senior Online Learning Developers and wider Organisational Development (OD) team in the design, development and delivery of online learning interventions that will enhance the capability of AQA's people in line with the People Strategy.

See strategy if required <http://thehub.aqa.org.uk/About/2020-strategy>

Key result areas:	Outcomes:
Customer (external or internal) Being trusted and reliable in assessment design and delivery	Designs and develops targeted and engaging online learning, working with the online learning team.
	Effectively and efficiently supports all our users of online learning content.
	Demonstrates commercial flexibility by undertaking other responsibilities which are of a commensurate level as business needs change.
Cash (finances) Ensuring sound financial management and a robust asset base	Supports our commercial relationships with external suppliers, to enable efficient delivery of outsourced online learning projects, monitoring costs while focussing on quality and content.
Product and internal processes Delivering quality products and outcomes – as recognised by the customer	Ensures all online learning solutions are delivered according to priority and within planned timescales through the management of own workload.
	Transforms the ideas and content from subject matter experts into engaging and effective interactive online learning.
	Ensures all online learning adheres to AQA brand guidelines, incorporating the in-house styles and tone of voice.
	Ensures AQA is safe and legally compliant by applying AQA's policies and other legislative requirements including but not limited to HSE, Equal Opportunities and ISMS.

People and culture Ensuring we have great people achieving their potential	Enables a strong culture of continuous improvement through the evaluation and updating of online learning in conjunction with the wider OD team.
	Takes personal responsibility to build their knowledge and expertise, thus increasing the OD team's credibility within the business.
	Ensures all operational targets and deadlines are met by providing flexible support, including other People Group activities where required.
	Collaborates with the relevant business areas and experts to ensure all online learning is accessible, has suitable copyright clearance and meets statutory and mandatory requirements.
Technology Delivering demonstrably secure, reliable, agile and cost-effective systems	Contributes to the delivery of quality online learning content and functionality by undertaking User Acceptance Testing (UAT) and other acceptance processes.
	Sources graphics, images and multimedia content that contributes to the creation of engaging and agile online learning.
	Supports the creation and editing of audio and video footage for online learning projects.
	Produces engaging and visually appealing online learning using the appropriate authoring and multimedia tools.
	Administers the learning management system (LMS) through the set-up, maintenance and updating of online learning content, resources and functionality where appropriate.
Government and external Providing timely, valued insight and evidence that inform policy	Identifies strategic business changes that are required to meet changing markets, business priorities and legislative requirements.
	Keeps abreast of current and future training and development opportunities to ensure our practices remain appropriate and up to date.
	Maintains best practice in safeguarding the storage of people data to support OD activity, allowing for the generation of timely management information and reports.

Section 2 – Key relationships and performance

Key internal relationships:

- People Group
- Organisational Development
- Training and Development Manager
- Senior Online Learning Developers
- Department managers
- Internal colleagues
- Subject matter experts

Key external relationships:

- External service suppliers
- (Senior) associates

Key performance indicators:

- Contribution to and successful delivery of the People Strategy and People Plan for the organisation
- Performance against People Scorecard underpinned by people data
- Effective support and delivery of training and development interventions in line with targets on quality time and cost
- Quality and success of training and development interventions based on business impact measures and positive customer feedback
- Quality and success of relationship and stakeholder management
- Analysis of management information which supports decision making and informs AQA's 2020 strategy

Section 3 – Person profile

Knowledge	Assessment
Contemporary knowledge and understanding of online learning approaches, technology and software	A/I/P
Knowledge and understanding of learning management systems	A/I/P
Knowledge of creative digital content development, preferably in an educational, commercial or similar learning environment	A/I
Qualification	
Good standard of general qualifications including GCSE A*-C/9-4 in English and Maths	A
Relevant professional qualifications or willingness to study eg CIPD	A
Skills	
Strong computing and technology application skills	A/I/P
Visual/graphic design and editing skills	A/I/P
Effective written and oral communication skills, with a high level of accuracy and attention to detail	I/P
Enthusiastic, adaptable and a willingness to develop	A/I/P
Positive work ethic with the ability to build good working relationships at all levels	I/P
Works to tight deadlines and prioritises a variety of work demands, often under pressure	A/I/P
Uses own initiative, with a proactive approach	I/P
Customer focused, with proven ability in improving customer service	A/I/P
Ability to interpret data in order to evaluate the effectiveness of learning interventions	A/I/P
Excellent organisational and time management skills	I/P

Behaviours	
Communication	I/P
Flexibility	I/P
Customer focused	I/P
Personal contribution	I/P
Continuous excellence	I/P
Experience	
Experience of using digital media creation tools, eg Adobe Creative Suite and Articulate Storyline	A/I
Proven experience in producing online learning	A/I
Experience in designing documents, storyboards, screen captures for online learning	A/I/P
Experience of working in a customer focussed environment	A/I
Experience of working with stakeholders to design and develop online content	A/I/P
Assessment key (criteria to be assessed at the selection stage) A – application (it is essential to provide evidence on application for shortlisting purposes) I - interview T – test (or work sample) P – probation	