**Internal Training Co-ordinator (Content Creation and e-Learning)**

Accountable to: Education Standards and Content Manager

Location: Cardiff or Wrexham (with some flexible home working).

Regular travel throughout Wales as required.

Hours: 35 hours per week (full time).

Starting salary: £23,842 per annum

**Role Overview:**

To support all activity within the Education department, with a focus on developing the e-Learning offer.

**Key duties and responsibilities:**

* Act as first point of contact for all St John people in relation to the e-Learning platform, and provide advice, assistance and support as required.
* Undertake day to day administration of the Moodle e-Learning platform, including user account creation and management, password resets, troubleshooting basic technical issues and supporting system updates.
* Create, upload and maintain e-Learning courses and content, working with the Education Standards and Content Manager to ensure that the content is up to date, compliant with relevant legislation or guidance.
* Assist in the creation and development of new and existing administrative processes and documents.
* Proactively develop the e-Learning site to ensure that it remains updated and accessible to users and provides St John people with the best user experience possible.
* Maintain product knowledge relating to the e-Learning site, liaise with the service providers to apply system updates, ensure that SJAC makes full use of new product releases and functionality.
* Liaise with the Moodle e-Learning platform helpdesk to report and resolve more complex technical issues as they arise.
* Accurately update and maintain training records for all St John people with certificate and/or qualification details, ensuring that all supporting documentation is complete.
* Collaborate with the Education team and others to ensure that externally awarded certificates and qualifications (Accredited Prior Learning) are accurately cross referenced and recorded in alignment with the SJAC training framework.
* Maintain training and e-Learning resources on the SJAC site, ensuring that materials are currently, correctly stored and easily accessible.
* Support the Education Standards and Content Manager to ensure that course content, delivery and presentation is effective, up to date and aligned with current legislation, best practice or internal policies.
* Produce regular reports on the completion of statutory / mandatory training and other e-Learning, and other ad hoc reports as required. Proactively use data from reports and learner feedback to make continuous improvements.
* Participate in meetings as required.
* To attend off site events pan-Wales, out of hours, as and when required.
* Embody and exemplify the charity’s values at all times and hold others to account for the same.
* Demonstrate a commitment to inclusion and welcoming diversity, championing equality of treatment and opportunity.
* Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder.

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance Cymru. It is expected that the post holder will be as positive and flexible as possible in this regard.

**Person specification**

This is a specification of the experience, skills, etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined above) and forms the basis for selection.

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| **Requirements** | **Essential** | **Desirable** | **Assessment Method** |
| Qualifications and Experience |  |  |  |
| Level 2 qualification (e.g. GCSE or equivalent) in Maths and English at Grade C or higher | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form |
| Level 3 qualification or higher in relevant subject |  | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png | Application form |
| Experience of working in a training or education role | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form |
| Experienced and competent in the use of a variety of e-Learning authoring tools | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form |
| Experience of managing e-Learning systems | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form |
| Experience of managing Moodle based systems |  | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png | Application form |
| Current Enhanced DBS Certificate | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | If you don't already hold this we will arrange it free of charge |
| Skills, knowledge and abilities |
| Ability to work collaboratively with a range of stakeholders including subject matter experts, learning designers, external clients and external suppliers | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Interview |
| Knowledge and ability to provide constructive feedback and challenge where necessary within the Education team | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Interview |
| Knowledge of First Aid, Health and Safety and other regulatory requirements relating to SJAC’s operating context |  | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png | Interview |
| Ability to manage own diary and manage multiple priorities and deadlines | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Interview |
| Resilient and adaptable, able to work well under pressure | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Interview |
| Passionate about customer service and providing high quality learning | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Interview |
| Absolute commitment to role modelling our St John Ambulance Cymru values and helping others do the same | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Interview |
| Ability to work outside normal working hours when absolutely necessary | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Interview |