London Business School

JOB DESCRIPTION

Job Title	Learning Technologist		
Reports to	Associate Director Learning Innovation - Design		
Department	Learning Innovation		
Job Family	Business Services	Level	4

About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

About the Department

Learning Innovation uses research and experimentation to enrich the teaching and learning experience across our School. We seek to:

- Collaborate with faculty through innovation and experimentation in teaching and learning
- Develop a common understanding and approach to learning for the School
- Enrich the teaching and learning experience through use of learning technologies
- Embed learning innovation within the School through an ongoing change programme

- support and training sessions are provided along with extensive online guidance.

Job Purpose

To provide learning technology expertise and support in the delivery of a range of strategic educational projects and priorities. You will promote, develop and help embed the use of educational technologies to enhance learning and teaching; provide advice to faculty and staff in the School to develop, adapt and reuse e-learning resources, and propose creative and innovative ways of delivering practical content online.

To succeed you will obsess about good learning design, have an insatiable curiosity for new technology and the eagerness and practicality to deliver compelling quality designs and prototypes to short deadlines.

You will also:

- Keep abreast of new technological developments in the field; test and evaluate products and suppliers for the School's use and engage in continuing professional development.
- Lead on the design and production of learning solutions
- Develop design recommendations that help us to improve our learning activities
- Carry out evaluation of blended learning projects and disseminate the results internally and externally.
- Work with internal and external stakeholders including Degree Education, Executive Education, Faculty and contractors to develop the best learning objectives and outcomes for our learners
- Contribute to the development of a wider departmental strategy that ensures we achieve our goals
- Have an awareness of project related budgets and responsibility for maximising cost-effectiveness

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Strategy and Planning

- Contribute to the development of the strategy for the Learning Design team, ensuring that plans are aligned to wider departmental strategy and overall School goals.

- Contribute to the development of Key Performance Indicators to support the assessment of the quality and impact of learning interventions.
- Demonstrate efficient and effective time management in all areas of responsibility.

Learning Design and Delivery

- Lead on the design of learning assets, to ensure successful learning outcomes within budget and to quality standards and targets.
- Lead activities to understand and assess learning needs, ensuring that findings are communicated effectively to relevant stakeholders, and inform the design of learning interventions.
- Research and keep up-to-date with advancements within digital learning to ensure that leading thinking and technologies inform learning design.
- Design learning solutions and materials, in line with London Business School and wider learning good practices, which enable a high-impact learner experience.
- Collaborate with stakeholders and contractors as required to integrate new learning solutions as appropriate to maximise learning impact.

Product/Proposition/Technical Knowledge

- Research and keep up-to-date with industry and technological advancements and trends and use these to ensure that innovative and effective learning solutions are developed.
- Develop deep understanding of London Business School and competitor offerings and use this knowledge to inform innovative and high-impact learning solutions.

Impact Assessment

- Develop design recommendations to inform the continuous improvement of learning activities and ensure that London Business School continues to operate as a world leader in business education.

Collaboration and Relationship Management

- Represent the team to colleagues, stakeholders and cross-School groups, enabling cross-department working, spotting and initiating opportunities to collaborate for best learning outcomes.

Financial Management

- Carry responsibility for a specific budget (project related), fulfilling financial management requirements and ensuring the cost-effective use of financial resources within budget.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, and considers the impact of change on all processes, systems and people to ensure appropriate steps are taken for successful implementation.

KPIs:

- Delivery of high-quality service in our area of specialism.
- Development of solutions and improvements to complex problems within own area of specialism.
- Production of high-quality reports to support management decision-making.
- Contribution to the successful delivery of learning initiatives.
- Effective resource management and quality/timeliness of support provided to faculty/colleagues.
- Managing timescales and quality of work allocated to, and delivered by third-party contractors and agencies.
- Projects/programmes delivered on time, on budget and to quality standards.
- Strong cross team working relationships with key stakeholders.
- Positive feedback from students, colleagues and stakeholders.
- Improvements in relevant programme performance

Knowledge/Qualifications/Skills/Experience required

Essential

- Demonstrable expertise in the use and administration of Learning Management Systems and online course platforms (preferably Canvas and LTI), Digital Assessment tools, Lecture Capture and Online Delivery platforms (e.g. Zoom, Teams).
- Experience in a range of tools and software packages that can be used to create visually inspiring and well-designed learning resources (e.g. Adobe Creative Suite).
- Proven experience in web development using CMS Platforms (preferably WordPress) as well as the ability to write HTML and CSS.
- Experience of providing advice and guidance on using appropriate pedagogies, technologies and instructional design principles to enhance and innovate in teaching, learning and assessment in face-to-face and online environments.
- Demonstrable expertise in learning design and production of learning resources, preferably in the HE sector.
- Experience in the research, piloting and implementation of learning technologies, including managing relationships with vendors.
- Knowledge of accessibility standards and inclusive design practices in the creation of digital learning resources.
- Good breadth and depth of knowledge across relevant academic literature and the ability to develop and maintain own expertise in both technological and pedagogical fields.

Desirable

- Expertise in O365 tools for productivity and project management
- Experience in UI/UX design and development, incorporating good practices such as storyboard, wire framing and prototyping through user-centred design.
- Experience in supporting faculty with course development.
- Good knowledge of video management platforms (e.g. Kaltura) and content creation, including capturing and editing processes and tools (Adobe Premiere, After Effects, etc.)
- Knowledge and understanding of legislation relating to digital education e.g. GDPR, Data Management & Privacy, Copyright, Accessibility
- Experience of supporting data-informed learning and teaching initiatives (such as learning analytics) to support online and/or blended learning.
- Certified Membership of the Association for Learning Technology (CMALT) and/or Fellowship of AdvanceHE (AFHEA or FHEA) would be an advantage.

Resources including team management

Staff	N/A
Budgets	N/A
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