JOB DESCRIPTION

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

About the School

At London Business School we have a profound impact on the way the world does business. 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 mind-set. 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

Job Purpose

To provide learning technology leadership, 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 online learning resources, and propose creative and innovative ways of delivering practical content online.

To succeed you will champion good practice, showcase good learning design, have an insatiable curiosity for innovative technology and the eagerness and practicality to deliver compelling quality solutions and prototypes.

You will also:
- Partner with the department head to formulate the school strategic approach to education technology
- Lead on stakeholder management for key initiatives
- Manage a range of internal and external suppliers to deliver great learning experiences
- Manage the education technology roadmap, and take the lead on the identification and procurement of appropriate platforms and technologies for learning projects
- Champion the student learning experience ensuring it remains at the heart of all our projects
- Champion the use of data and the benefit of data driven learning solutions, partner with other member of the learning innovation team to lead on learning analytic initiative
- Provide regular project updates and reports on the impact of our projects
- 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 product development team, ensuring that plans are aligned to wider departmental strategy and overall, School goals.
- Contribute to the development of broader operational plans, manage operational plans in own area and enable successful implementation by prioritising and aligning planned activities.
- 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 ad 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, 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.

Analysis and Reporting

- Manage or commission data collation and analysis, probe and use findings to develop further insights to inform decisions on future learning /programme management/customer experience initiatives.
- Liaise across the team to prepare complex reports to inform review, planning and decision-making.

Impact Assessment

- Identify and evolve solution and approach 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.

Supplier/Contractor Management

- Monitor the quality of work delivered by third-party suppliers and agencies against service level agreements to ensure it is to the required standard and provide feedback on performance to management. Take any necessary action based on feedback and escalate issue resolution when required.

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 learning systems and technologies.
- 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 relationship, timescales and quality of work allocated to, and delivered by third-party suppliers, 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
- A bachelor's degree is preferable.
- Demonstrable expertise in the use and administration of Learning Management Systems (preferably Canvas and LTI), education technology, e.g., collaboration, assessment, and simulations 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.
- Experience of supporting data-informed learning and teaching initiatives (such as learning analytics) to support online and/or blended learning.
- 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,
- 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 (General Data Protection Regulation), Data Management & Privacy, Copyright, Accessibility
- Experience of working in the Higher education and corporate sector Certified Membership of the Association for Learning Technology (CMALT) and/or Fellowship of Advance HE (AFHEA or FHEA) would be an advantage.

Personal Skills:
- Excellent communication skills with the ability to effectively engage with diverse groups, to transfer skills and knowledge to stakeholders and work closely with both academic and professional service colleagues
- Strong collaboration and teamwork skills
- Proactively approach work and act on initiative to resolve problems and find resolutions
- Ability to work in an agile environment, under pressure and to tight deadlines
- Professional integrity – fair, tolerant, honest, consistent and understands personal impact
- Time management skills: managing overlapping tasks and working to target dates Attention to detail to ensure resources are produced to a high standard
- Project management experience

Resources
Familiarity with Online course development for B2C
Familiarity with collaboration and classroom technologies (e.g., Zoom, Teams, and virtual classrooms).
Microsoft Office and 365 apps
Google analytics

JOB DESCRIPTION

Staff	None
Budgets	Project specific
Date Updated	06/07/2022