

# Job Description

<b>Job title:</b>	Head of Digital Learning Solutions
<b>Department:</b>	Institute of Swimming
<b>Reporting to:</b>	Business Engagement and Institute of Swimming Managing Director
<b>Location:</b>	Home Based with some need to work from our Loughborough Office
<b>Job purpose:</b>	To manage all aspects of the Institute of Swimming Learning Solutions team, ensuring the high quality design and development of online and blended learning solutions and tutor resources. To lead the team in ensuring that qualification and learner development needs are met.
<b>Salary:</b>	£41,616 per annum (FTE)

## Strategic Influence

(The extent to which the role directly contributes to shaping our strategic objectives)

- Represent the Institute of Swimming at relevant board meetings and strategic meetings as requested, proactively contributing to any initiatives and projects agreed
- Contributes to the development and implementation of Learning Solutions strategic objectives and operational plans
- To develop and implement Learning Solutions operational goals in line with wider Institute of Swimming/Swim England strategic objectives
- Identify risks to the business plan and work with the Managing Director to minimise
- To influence and subsequently support the on-going design and development of online and blended learning products that provide accessible and flexible learning opportunities for Institute of Swimming customers
- To lead the team in improving the quality of the customer experience by ensuring that customer feedback influences product development
- To influence, advise and help steer wider Institute of Swimming/Swim England initiatives and projects – from a Learning Solutions perspective

## Key Relationships

(The breadth of collaborative working and influence over internal / external stakeholders)

- As and when appropriate work to build relationships with board members in order to seek approval for proposals at board meetings.
- Liaise with internal and external clients on all aspects of their project requirements from conception to fruition
- Build a strong working relationship with the Managing Director, Business Development Manager and Head of Operations in order to ensure projects are implemented and reviewed effectively and to be a credible reference point for design and development activity

- Forge relationships with appropriate subject matter experts to ensure that relevant technical content is determined during the project development process. Including internally; Learn to Swim, Workforce Support, Talent, Club Development, Volunteering, Participation and Insight. Including externally; Potential customers, existing customers and external partners
- Collaborate with the Swim England Educator Training team in order to ensure tutor training delivery relates to new online and blended learning products
- Liaise with Institute of Swimming and Swim England customer-facing colleagues to ensure they are equipped with the most up to date information in order to effectively promote learning resources to customers
- Build strong working relationships with all members of the Learning Solutions team in order to provide effective direction and support, whilst leading a collaborative approach

### **Professional Expertise**

(The degree of technical knowledge & experience which is needed)

- Applies managerial skills and experience to ensure team members are supported, developed and managed in line with the expectations of the Institute of Swimming
- Applies experience, knowledge and skills (from the e-learning design industry), to steer the delivery and monitoring of innovative learning solutions and other related projects
- To build and maintain a sound operational knowledge of the Totara/Learning Pool online learning system in order to maintain the businesses' reputation as a best practice centre
- To build and maintain a sound working knowledge of Articulate Storyline software in order to offer effective support to the team, troubleshooting where required
- Acts as the key reference point on Institute of Swimming e-learning systems for internal clients and new customers, sharing knowledge and providing guidance

### **Scope and Accountabilities**

(The degree of leadership / managerial / budgetary or people responsibility and/or key focus of the role - what it is expected to deliver)

- Lead the strategic direction of the Learning Solutions Team to meet wider Institute of Swimming/Swim England operational plans and goals
- Manage the Learning Solutions team to ensure the high quality delivery of industry-leading online and blended learning solutions
- Manage the Learning Solutions budget, developing appropriate costing and charging of all services
- Take overall accountability for the project management of learning solutions and resources, ensuring client satisfaction throughout
- Develop and manage contracts with internal and external partners and agencies to ensure business outcomes are delivered in a timely manner
- Oversee the development of a standard bank of tutor resources which will improve the quality and consistency of course delivery
- Responsible for the ongoing development and monitoring of the quality development process to ensure the consistency of quality across all projects
- Maintain a strong leadership role, showing innovative problem solving strategies

- Responsible for ensuring own and the Learning Solutions teams technical knowledge, and knowledge of the industry is updated regularly so as to provide the most up to date advice and guidance
- Responsible for reporting regular performance updates to the Managing Director

### **Deliverables:**

(The actual tasks and KPIs against which performance is measured and appraised)

- To agree with the Managing Director, KPI's and delivery standards that support the Institute of Swimming's organisational objectives including quality learner/tutor resource delivery and increased revenue
- Manage the day-to-day work programmes of the Learning Solutions Team, including the management of the appraisal process
- Oversee the achievement of all KPIs included in the annual Learning Solutions Delivery Plan
- Assign projects to direct reports, ensuring that project deadlines are adhered to, consistency of quality is achieved and design approaches take into account the commercial implications of the projects
- Ensure compliance with company policy and relevant regulatory and legislative frameworks, establishing a system of good corporate governance with the Learning Solutions team
- Ensure the continuous review and updating of the quality development process
- Represent the Institute of Swimming at internal and external meetings, events, conferences and exhibitions
- Act as a role model for the Institute of Swimming, communicating effectively with people at all levels internally and externally
- Carry out any other duties as are within the scope, spirit and purpose of the job as requested by the line manager or Head of Department.
- Proactively comply with and promote all organisation policies, in particular those relating to Equality and Diversity and Health & Safety.

# Person Specification

<b>Skills:</b>	<b>Essential or Desirable</b>
Demonstrable ability to deliver programmes to improve the educational delivery via e-learning solutions	E
Ability to develop and lead departmental strategic plans	E
Ability to make influential decisions confidently	E
Excellent communication skills (written and verbal) with a demonstrable ability to express ideas, objectives and plans clearly and precisely	E
Ability to form relationships with a variety of internal and external partners	E
A high level of computer literacy with proven experience of Microsoft Word, Excel, PowerPoint and Outlook	E
<b>Knowledge:</b>	
Demonstrable knowledge of developing learning resources using e-learning software	E
Demonstrable working knowledge of using image editing software to create learning resources, i.e. Adobe Photoshop	E
An understanding of the use of current practice and issues surrounding the delivery of blended learning programmes and methods for dealing with them	E
A good working knowledge of Articulate Storyline software	D
An operational working knowledge the Totara e-portfolio system	D
An understanding of the sport of swimming and the aquatic disciplines	D
Knowledge of education in the sports and leisure sector	D
Operational knowledge of the Swim England	D
<b>Experience:</b>	
Demonstrable project management experience including working to project plans and meeting deadlines	E
Experienced in the use of e-portfolio/VLE systems	E
Previous line management experience	E
Experience of developing and implementing strategies	E
Experience of setting and managing budgets	D
Experience of providing mentoring	D
Experience of supporting learning through online learning systems	E
Experience of working with coaching/teaching qualifications	D
Experience of supporting tutors to integrate the use of technology into curriculum delivery	D
Experience of direct educational delivery to learners	D
<b>Approach:</b>	
Flexibility to work outside of normal working hours including occasional evening and weekend work	E
Flexible approach to work with the ability to work under pressure in a changing environment	E

An influential approach to stakeholder communications, maintaining professionalism at all times	E
Passionate about promoting shared understanding and collaborative working	E
Works to a high standard with a strong work ethic	E
<b>Qualifications:</b>	
Relevant qualification in digital learning/blended learning or design or equivalent experience	D
Degree in Graphic Design, Multimedia or equivalent	D
GCSE Grades A-C or equivalent in English and Maths	E
Hold a full, valid driving licence	D

## Your Personal and Career Development Plan

### Performance and Career Prospects:

(The progression routes to other roles within the business)

This role has been graded Blue on our Career pathway, therefore other Blue graded roles could offer additional skills or experience. Purple graded roles would offer progression.