INSTITUTE OF BIOMEDICAL SCIENCE

JOB DESCRIPTION

Job Title	Education Technologist
Department	Education Department
Grade	
Post Holder	
Accountable to	Executive Head of Education
Hours	Full Time (35 hours per week) 9.00am – 5.00pm Fixed term post for 18 months in the first instance Hybrid working pattern of 2 days in office and 3 days remote is available following office-based induction
Responsible for:	Supporting excellent customer service for users of IBMS digital portfolios / qualifications. First line support for digital platforms; responding to enquiries from internal and external users; provide training on the platforms; writing, reviewing and implementing guidance/policies related to portfolio platforms and creating and presenting reports on the platforms to key stakeholders.

The Department: e.g. structure/size of department, whether role is new, number of direct reports etc.

The post holder for this full-time role will report directly to the Head of Digital Education but is accountable to the Executive Head of Education. They will be responsible for providing relevant and timely advice and guidance on functional matters relating to member/end-user experience of the digital platforms used to deliver IBMS portfolios and qualifications. They will also provide specialist internal support/training to staff at all levels regarding the use of IBMS digital learning platforms (e-Portfolio and VLE).
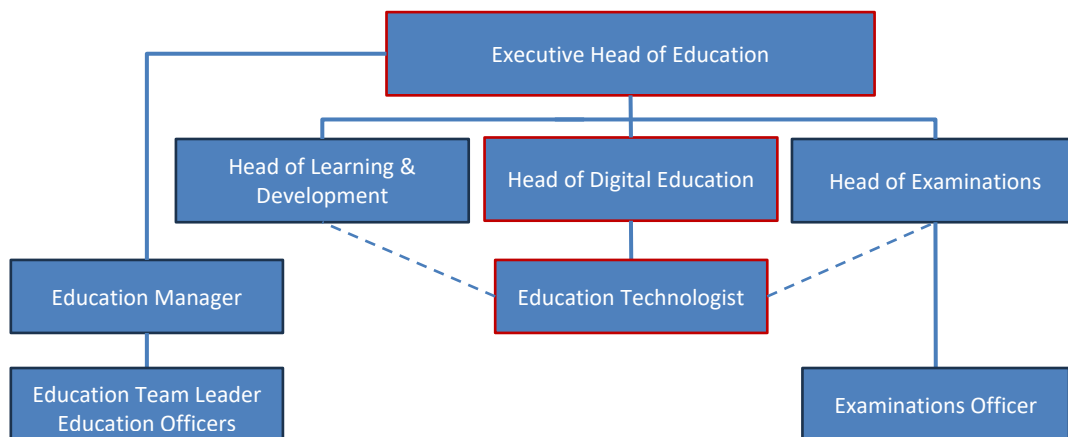
The role requires strong organisational and leadership skills and includes training responsibility for the Education Team staff, but not their line management.

Purpose:

To provide support to the Head of Digital Education and Executive Head of Education in delivering high quality and effective training on existing digital portfolio platforms (including OneFile and Brightspace) and implementing excellent customer service for portfolio candidates, trainers and verifiers / examiners. They will be the nominated contact for all digital platform enquiries from users.

The Education Technologist will have operational accountability and responsibility for the existing OneFile and Brightspace e-portfolio platforms, and others, at the IBMS and have a key role in the development and delivery of Institute qualifications on any other digital platforms.

They will prepare, analyse and present high-level reports for stakeholders, including platform costs and system performance, and draft correspondence and papers, as required. They will also write, review and implement guidance/policies related to digital platforms and support the Head of Digital Education with the creation of training materials for end-users and Education Officers learning to use OneFile and other digital platforms.

They will lead on the testing and development of proposed features of e-portfolios, providing feedback to external providers and the Head of Digital Education Head of Learning and Development, Head of Examinations and Education Manager. They will also lead on changes to internal practices, ensuring workability of the digital platforms used by the Institute. They will

maintain constructive relationships with a broad range of stakeholders in relation to day-to-day management of the IBMS VLE and ePortfolio platform(s) and participate in relevant internal and external working groups/projects, services and initiatives in relation to scoping, procuring, setting-up and maintaining VLE and ePortfolio platform(s).

Main Duties:

1. Portfolio Platforms

- Operational accountability and responsibility for the e-portfolio platform(s) at the IBMS, including:
    - Create internal (to IBMS) and external user accounts, including higher-level access such as Centre Manager, Centre Monitors, User Managers, Internal Quality Assurers
    - OneFile Account management responsibility for all OneFile user groups
    - Support internal colleagues to effectively use digital platforms in the design and build of new portfolio-based education/training programmes
    - Maintain Institute training plans and ensure currency of HCPC Standards of Proficiency Knowledge/Competence standards in line with external changes to standards and policies (e.g. by the HCPC or IBMS)
    - Provide internal and end-user support/ complete investigations across all activities and user groups
    - Escalation and monitoring of responses for all errors on the digital platforms
    - Analyse and interpret system critical issues, advising Head of Digital Education of timescales, resolutions and support required for resolution
    - Provide timely archive and removal of user accounts and/or programmes as required, to reduce system server errors, reduce costs and ensure the system remains up to date
- Manage digital platform enquiries from I stakeholders, including end users.
- Prepare, analyse and present high-level reports for stakeholders, including budget and system performance
- Ensure accurate and open communication and co-ordination with a range of stakeholders and individuals, including drafting correspondence and papers, as required
- Write, review and implement guidance/policies related to digital platforms, to include an annual quality review of all centre-generated documentation.
- Write, review and implement guidance/policies related to digital platform updates or policy/process changes.
- Support the Head of Learning and Development, Head of Examinations and Head of Digital Education with the creation of training materials for end-users and Education Officers learning to use OneFile and any other digital platforms.
- Attend digital platform webinars for updates and improvements to the system, disseminating information where changes impact IBMS users

- - o Represent the IBMS when meeting digital platform providers including Client Managers and external Technical Leads
    - o Reporting concerns with service notices, where changes proposed may impact on IBMS users and provision
- Lead on the testing and development of proposed features of the e-portfolio, providing feedback to digital platform providers and Head of Digital Education
- Lead on the testing and development of changes to internal practice, ensuring workability of digital platforms
- Be the subject matter expert and business analyst to support the Head of Digital Education to make organisation-wide systems changes
- Liaise with the Head of Digital Education and Executive Head of Operations on IT matters
- Ensure compliance with GDPR, other regulatory requirements and insurer's requirements on digital platform use

2. Platform Management and Analysis

- Support the Head of Digital Education to update, maintain, organise, gather and analyse information to predict/meet future organisational and team needs in relation to digital education systems/pedagogy.
- Monitor risks and be proactive at seeking internal resolution or following escalation processes with relevant external software solution providers for the suite of digital education platforms used by the IBMS
- Lead on the day-to-day information management of system resources and user performance
- Ensure that data collected is analysed and reported appropriately, and support the Head of Digital Education to process these actions/recommendations arising from this analysis
- Lead process reviews, make proposals for change and implement agreed changes to practice, supported by the Head of Learning and Development, Head of Examinations, Head of Digital Education and Executive Head of Education.
- Oversee documentation updates to ensure that they are accurate, appropriate and controlled in accordance with agreed protocols.
- Trouble shoot and offer solutions where appropriate.

3. Communication

- Provide relevant and timely specialist advice and guidance on functional matters relating to member/end-user experience of IBMS digital platforms
- Provide data to support the Head of Digital Education to investigate the causes of any variance from plan/delivery targets, contributing to the implementation of solutions
- Maintain external communication where required by regular contact with software/solutions providers.
- Support the Head of Digital Education by providing data for creation of complex papers, as required to meet to strategic development of the IBMS digital education provision

- Assist the Communications Team to create copy for digital communications, including guidance and updates, on accessing and using OneFile and Brightspace platforms.

Other

- Other administrative tasks and duties as requested by the line manager in line with departmental or organisational workload and priorities.
- Commitment to carry out the responsibilities of the post with due regard to IBMS policies and to treat colleagues and other IBMS stakeholders with respect, dignity and maintaining confidentiality at all times.
- Actively engage in appraisal and development opportunities.
- Provide training for Education Officers during their onboarding and training.

INSTITUTE OF BIOMEDICAL SCIENCE

PERSON SPECIFICATION

Qualifications / Training:	Essential / Desirable
• Educated to degree level and / or significant equivalent work-related experience	• Essential
• Science background	• Desirable
• Relevant digital learning qualifications / courses	• Desirable
Previous Experience	
• Experience of using and troubleshooting digital portfolio platforms	• Essential
• Experience of working for a professional/regulatory body, standard setting organisation or equivalent	• Essential
• Experience of creating and deploying new professional qualifications on a digital platform	• Essential
• Experience of data analysis and evaluation including the production of reports	• Essential
• Experience of NHS training structures and frameworks	• Desirable
• Process development, implementation and monitoring	• Desirable
Key Skills / Attributes	
• Ability to work independently and confidence to escalate issues if required	• Essential
• Ability to update, maintain, organise, gather and analyse information appropriately	• Essential
• Monitor risks and be proactive at seeking resolutions as required	• Essential

• IT literate and competent in use of Microsoft Office365	• Essential
• Excellent communication and organisation skills	• Essential
• Strong customer service ethos	• Essential
• Ability to plan and prioritise a demanding workload in order to meet both their own and other deadlines	• Essential
• Flexible and proactive approach to workload	• Essential
• Meticulous attention to detail to ensure accuracy of information	• Essential
• High levels of professional and personal integrity to work with information of a confidential nature	• Essential

Note: This job description reflects the present requirements of the post. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the job holder.

Signed by:	Date: