

Role Title	Digital Learning Administrator (0.7 FTE)
Manager Job title	Digital Learning Manager
Band	B

Overall Job purpose
As the Digital Learning Administrator, you will provide high-quality administrative and operational support across a range of digital learning and educational activities within RCPCH Learning. You will play a key role in supporting digital learning systems, webinars and online events, learner and faculty engagement, stakeholder communications, reporting, and service improvement. Working closely with the Education and Professional Development (EPD) team, you will help ensure the effective delivery, accessibility and quality of the College's digital learning and professional development provision, contributing to an outstanding experience for learners, members and stakeholders. You will have excellent communication and organisational skills, together with administrative experience gained in a similar role, ideally within an educational, training, or professional development environment. Able to work both independently and collaboratively, you will build effective relationships with a wide range of internal and external stakeholders, demonstrating a proactive, customer-focused approach and a commitment to delivering high-quality support.

Dimensions	
Role Location	London and home based (40% at office, 60% at home)
Budgetary control (if so what size)	None
Number of direct reports (if any)	None
Job titles of direct reports	N/A
Please attach structure chart if available	

Key Tasks & Responsibilities
Digital Learning Systems Administration 1. Administer and maintain a range of digital learning platforms and systems, including Learning Management Systems (LMS), ePortfolio systems, webinar delivery platforms and website content management systems. 2. Ensure learner records, educational content, resources and system data are accurate, current and compliant with organisational policies. 3. Investigate and resolve routine issues relating to digital learning products, webinars and ePortfolio systems, escalating complex matters where appropriate.

4. Support the administration, testing and continuous improvement of digital learning services and systems.

Member, Faculty and Stakeholder Support

5. Provide first-line support to members, faculty and stakeholders, responding to enquiries received via email, telephone and online platforms.
6. Administer the patient feedback process, including user account management, role assignment, event setup, learner record maintenance, and the review and approval of assessment feedback submissions.
7. Maintain high standards of customer service and ensure timely resolution of enquiries.

Webinar and Online Learning Event Delivery

8. Support the Coordination and delivery of webinars, virtual learning events and online courses.
9. Administer event setup, registrations, delegate communications, faculty support, attendance monitoring and post-event administration.
10. Facilitate online learning events using the College's event management and virtual delivery platforms.

Reporting, Data Management and Compliance

11. Generate, analyse and distribute reports on learner usage, engagement, attendance and completion activity across RCPCH Learning platforms.
12. Maintain the accuracy, confidentiality and security of learner and organisational data in accordance with GDPR and College policies.
13. Support data cleansing, record management and reporting activities across the EPD portfolio.

Financial and Administrative Support

14. Process purchase orders, invoices, credit card transactions and expense claims in accordance with organisational procedures.
15. Obtain supplier quotes and support procurement activities as required.
16. Assist with the preparation of reports, meeting minutes, evaluations, eLearning reviews, online course materials and webinar documentation using agreed templates.
17. Maintain databases, filing systems, promotional materials and records management processes.

General Team Support

18. Administer the patient feedback process, including user account management, role assignment, event setup, learner record maintenance, and the review and approval of assessment feedback submissions.

19. Support the delivery, maintenance and promotion of Education and Professional Development products, services and initiatives.
20. Undertake additional duties appropriate to the grade and purpose of the role to support the work of the Education and Professional Development team.

General

In addition to the specific duties and responsibilities outlined in this job description, all RCPCH employees should be aware of their specific responsibilities towards the following:

- Adhere to all College policies including health and safety, safe guarding, equality and diversity, information security and acceptable use of College resources.
- Uphold ethical and professional standards and not behave in a manner that is likely to bring the College into disrepute.
- Demonstrate a commitment to ongoing registration requirements or any national professional or occupational standards associated with the role.
- Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role.
- The College is committed to encouraging young people to work with the College either through the apprenticeship programme and as such the post holder will be expected to support and respect young people, and may be asked to work alongside or supervise a young person as part of their role whilst working at the College.

Our commitment to safeguarding

- The RCPCH is committed to safeguarding the children, young people and adults it has contact with in the exercise of its functions and responsibilities. The RCPCH expects all staff to share this commitment.
- All staff are expected to be alert to safeguarding risks and to respond appropriately to such risks in accordance with the College's safeguarding policy and procedures.
- All staff are required to take part in safeguarding training and developments. Managers are required to ensure that they remain vigilant to any safeguarding concerns in respect of those they supervise and to ensure their teams regularly review actual and possible safeguarding dimensions in their work.
- The foundation of good safeguarding is healthy organisational culture. All staff are expected to promote such a culture through their behaviours.

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the College at any time after discussion with the post holder.

RCPCH operates a no-smoking policy. The post holder should either be a non-smoker or be prepared to not smoke in **any** of the College's premises, grounds or vehicles when on College business outside the office.

The RCPCH wants to represent all the communities we serve. Appointment will be made solely on merit. However, the College is particularly keen to receive applications from Black, Asian and minority ethnic candidates, and/or candidates with a disability who are currently under-represented at this level of the organisation.

Terms and Conditions of Employment

All appointments made at £32,477 full time equivalent, which is £22,733.90 per annum at 24.5 hours weekly.

Contracts are offered on an initial 6 month probationary period.

Annual Leave Allowance: 27 days per year (pro rata for part-time and contracted staff). For each 2 years of completed service, you will receive one additional days leave until the maximum of 29 days are reached. The College closes between Christmas and New Year, and these days are in addition to annual leave.

Employment Benefits:

- Contributory Pension Scheme with an employer's contribution of up to 10%
- 35-hour week (Monday to Friday with one hour for lunch). The college operates a hybrid working model, with 40% of your working time to be spend in the office over a 4 week period. The office building is open from 7.30am to 8.00pm, Monday to Thursday.
- Eye care reimbursement
- Employee Discount Scheme
- Comprehensive Learning & Development provision

- Enhanced maternity, adoption, surrogacy and paternity leave
- Enhanced redundancy pay
- 21 hours volunteering leave per annum (pro rata for part-time staff)
- 35 hours protected continuous and professional development time per annum (pro rata for part-time staff)
- SMARTech up to £1000 once the probationary period has been successfully passed
- Cycle2Work up to £1000 once the probationary period has been successfully passed
- Occupational health including counselling and neurodiversity assessments
- Paid IVF Leave
- Pregnancy and Infant Loss leave and pay

The College is expanding and developing the involvement of children in its work. For some roles this may in future mean direct contact with young people. The College therefore may in the future require a Disclosure Barring Service check to be undertaken.

Digital Learning Administrator

PERSON SPECIFICATION

Essential

- Good level of general education.
- Excellent administration skills and experience evidenced by a recent and successful track record in a similar role.
- Excellent communication skills, both oral and written.
- Excellent attention to detail and high standards of accuracy.
- Problem solving skills demonstrating the ability to understand and discuss complex issues.
- Self-motivation and the ability to work both independently and as part of a team, including experience of working collaboratively with representatives from across an organisation.

- Strong experience and knowledge of Microsoft applications, including Word, Excel, Outlook, PowerPoint, IE and of database applications.
- Ability to prioritise own workload, work to tight deadlines if required.
- Experience in a team administration role.
- A clear understanding and ability to deal with information that is confidential and of a sensitive nature.

Desirable

- A levels or above.
- Evidence of continuing professional development.
- Previous knowledge and experience of working in an education environment.
- Use of online meeting platform e.g. Zoom, Microsoft Teams, Online delegate management system e.g. EventsForce and Learning management system.
- Experience of administering online systems e.g. ePortfolios, learning management systems, video editing and WordPress.
- Experience of working in an education environment and/or the health sector.

Candidates are reminded that the shortlisting process is based on the evidence provided on the application form of the skills demonstrated above. For any questions, queries or support please contact us at recruitment@rcpch.ac.uk.