

# Learning Management System Manager

Grade 4

Line Manager: Learning and Development Manager



## WHAT I DO:

The LMS Manager ensures that the Learning Management System (LMS) is accurate, accessible, high-quality and aligned to organisational priorities. This role supports a culture of continuous learning by maintaining reliable data, enabling meaningful reporting, and ensuring colleagues have a seamless, user-friendly learning experience. By managing and continually improving the LMS and eLearning portfolio, you will help colleagues apply learning in practice, strengthens quality and compliance, and supports a confident, connected workforce.

## WHAT I AM ACCOUNTABLE FOR:

- Building strong relationships with stakeholders to understand and articulate LMS, eLearning needs and data requirements .
- Maintain the accuracy of all LMS data and oversee user, course, programme, session management, accreditation and structural information including asset map, site map, content library and version/change control.
- Develop and maintain datasets, dashboards and reporting to track learning activity, compliance, quality and impact including evaluation of impact.
- Manage LMS change activity — assessing requests, planning configurations, testing updates and communicating outcomes.
- Lead on LMS housekeeping, incident management and risk resolution, ensuring timely troubleshooting and vendor liaison.
- Review, update and improve eLearning content, ensuring engaging, accurate and aligned content with changes recorded and communicated.
- Support LOD colleagues and SMEs in designing/co-designing learning materials and ensuring version control within the LMS.
- Create user-friendly structures for professional development portfolios, induction pathways and qualification frameworks.
- Provide first-line support through the L&OD helpdesk, offering proactive problem resolution and clear guidance.
- Maintain the LMS data dictionary, site map and asset library to ensure clarity, consistency and governance of all products.
- Manage budgets/expenditure relating to LMS development and hosting.
- Provide LMS training for users and collaborate with stakeholders to continuously improve system performance

## HOW I OPERATE :

### Values Led Leadership

- A positive champion for learning technology and digital learning across Turning Point.
- Flexible, adaptable and patient, able to respond constructively to system issues, competing priorities and changing needs.
- Empathetic, genuine and human in my interactions, supporting users with clarity and care.
- An advocate for ED&I— ensuring LMS content, guidance and communication meet diverse user needs.
- Collaborative and able to build strong relationships with Ops, L&OD colleagues, HR, R&A and partners.
- Confident, authentic and reflective. Asking for clarity when needed, communicating risks, changes or impacts openly.
- Committed to continuous development, giving and receiving feedback to improve both own practice and the Turning Point learning offer

## WHAT I AM:

### Skills \ Knowledge

- Advanced experience administering Totara/Moodle LMS, xAPI including configuring, testing, optimising functionality.
- Talented with robust organisational and project management skills (deadlines, managing upgrades or change requests).
- Excellent with interpersonal, stakeholder and communication skills, tailoring advice to different audiences.
- Skilled in Excel (analysing, interpreting, reporting large data)
- Able to create accurate, meaningful dashboards and reports.
- Able to lead, motivate and support direct reports with patience and clear guidance.
- Competent in designing using learning tech and tools (e.g., Articulate 360, Adapt), video (Camtasia, Vyond, Powtoon), gamification, AI (Synthesia), design (PPT advanced, Canva).
- Committed to quality assurance — reviewing, updating and maintaining content and data accuracy.

# L&D LMS Admin Lead

Grade 3

Line Manager: Learning and Development Manager



## MY RESPONSIBILITIES:

### Additional Information:

- Direct line-management responsibility for Learning Designer and indirect management and support to local administrators involved in LMS management and data.
- Influence, support and guide those delivering local learning and support the Regional Learning and Development Specialists with administrative and reporting tasks.
- Handling sensitive information with integrity and sound judgement.
- Supporting the wider L&OD team with all reporting and LMS requirements

## HOW WILL I BE SUPPORTED:

- Collaboration with the Learning Technologist and L&OD colleagues for technical, design and content support.
- Access to system vendor expertise for complex troubleshooting, upgrades and new feature implementation.
- Participation in L&OD communities of practice to contribute to improvements and stay aligned with best practice.
- Opportunities for coaching, observation and feedback to continue strengthening technical capability and user support skills.
- Access to central resources, documentation and admin tools needed to fulfil the LMS Lead function

## WHO MY STAKEHOLDERS ARE

### Additional Information:

- Operational Leadership and Management teams and SME's
- Clinical Leadership and Management Teams and SME's
- HRBPs, HRAs and wider People Team
- OD Consultant
- Leadership and Talent Management Manager and Specialists
- Central Support SME's
- EDI Networks, External Forums, Partners and Commissioning Groups
- L&OD community of practice, Apprenticeship providers and HEI's

## WHAT CAN I EXPECT:

- Clear priorities for LMS development and reporting requirements in order to align system improvements effectively.
- Access to subject matter experts and Training colleagues to quality-assure eLearning content.
- The tools, time and information required to manage data governance, reporting cycles, upgrades and testing.
- Opportunities for professional development in learning technologies, project management and LMS design.
- A supportive network, including Learning Technologists, Regional Learning Specialists, local admin, learning facilitators and system vendors, to collaboratively problem-solve and innovate