

Role Profile: Virtual Learning Administrator

Team: Virtual

Reporting to: Head of Virtual Learning

Job Level: Level 5, Salary Band: 7 (£17,000 - £21,663)

Purpose...

To provide admin support across all elements of the HF Virtual Learning business line including, management of virtual processes, the administration and maintenance of supporting VILT materials such as checklists and co-ordinating with any supplier partners involved in VILT delivery.

This role also has an active role to play in production support on VILTs to any of the HF lines of business, also contributing to the overall maintenance and upkeep of the HF VILT platforms in place and carrying out any administration of post VILT delivery as well.

You will be...

Someone who is well organised and has a strong passion for digital and online learning. This role works closely with several of the HF business lines co-ordinating with them to ensure that HF Virtual learning is successful in every aspect of its delivery across the learning cycle.

Highly organised and proficient working with existing processes and able to make recommendations for improving current ways of working.

Within the VILT environment you will be able to maintain engagement whilst helping learners achieve the stated learning objectives of the course. Comfortable providing mediation and direction as needed and will facilitate group discussion by encouraging peer learning using a variety of tools within the platform being utilised.

A role model for the principle of adopting a virtual, blended approach to learning solutions for internal and external customers, who can confidently demonstrate the benefits associated with the medium.

Someone who can foster and maintain strong working relationships with the HF virtual faculty, making sure that any aspect of administration is looked after and in line with process.

The role is...

Providing admin support to the Virtual Learning Manager and Head of Virtual Learning across multiple aspects of delivery.

Acting as a role model for VILT standards and levels in relation to the HF approach to virtual delivery.

Providing guidance and support on VILTs to any of the HF lines of business, also contributing to the overall maintenance and upkeep of the HF VILT platforms in place and carrying out any administration of post VILT delivery as well. The role also covers the administration and maintenance of supporting VILT materials such as checklists and co-ordinating with any supplier partners involved in VILT delivery.

Taking responsibility for maintaining sound working relationships and service levels with external supplier partners involved in aspects of VILT delivery for HF clients.

Working collaboratively across HF business lines and stakeholders including Open, Customer Experience, Managed Learning Services and Sales covering the entire project lifecycle.

You will have...

- Responsibility for managing the flow of Virtual learning inbox traffic.
- A contribution to make to the maintenance of VILT checklists for all HF delivery.
- Involvement in Co-ordinating with other HF Virtual learning team members to manage VILT scheduling.
- The ability to resolve technical difficulties within a VILT.
- Confidence to work with facilitators to ensure sessions are interactive.
- The ability to manage effective real time communications during sessions.
- Responsibility for managing rehearsal sessions ahead of live delivery.
- To collate session evaluation and follow up.

Success in the role is...

- Developing and maintaining the HF VILT offering into a world class service for clients.
- Generating excellent VILT feedback from our clients, your team and other HF internal stakeholders.
- Acting as a role model for VILT standards and levels in relation to the HF approach to virtual delivery.
- Working effectively with other HF business lines and external suppliers within the supply chain to achieve project milestones and objectives.
- Developing a mastery of all platforms used across HF VILT delivery Positive behaviour and approach.
- Demonstration of Hemsley Fraser Values.