

PART 2 : DUTIES & KEY RESPONSIBILITIES

JOB TITLE:	Digital Learning Administrator
JOB HOLDER:	NEW ROLE
DATE UPDATED:	SEPTEMBER 2025
REVISION (HR Office Use):	V1

1 MAIN PURPOSE OF THE JOB

The E-Learning Content Administrator will support the Academy's E-Learning team in the development, delivery, and administration of online courses. This role is ideal for a detail-oriented and organised individual who is keen to develop their skills in e-learning content management and digital learning administration.

2 POSITION IN THE ORGANISATION

The position is within the Academy, reporting to the Academy Senior Training and Qualifications Manager. The role will involve liaising with colleagues throughout the business, suppliers and both users and members where appropriate.

3 DIMENSION & LIMITS OF AUTHORITY

- Tasks are guided by standard processes and senior team direction.
- Has limited decision-making authority; escalates issues to the Digital Learning Designer or the Senior Training and Qualifications Manager.

4 SKILLS & EXPERIENCE

- Basic understanding of instructional design principles is desirable.
- Familiarity with learning management systems (LMS) and e-learning platforms.
- Comfortable using authoring tools to upload content and manage course materials.
- Strong organisational and time management skills; able to prioritise tasks effectively.
- Attention to detail with a commitment to accuracy in content and data entry.
- Good written and verbal communication skills.
- Willingness to learn and adapt, supporting various tasks beyond the core role.
- Basic proficiency in Microsoft Office (Word, Excel, PowerPoint).

DUTIES & KEY RESPONSIBILITIES

60% E-Learning Content

- Assist the Digital Learning Designer in designing and uploading course content.
- Support the preparation of multimedia elements (graphics, videos, quizzes) under guidance.
- Perform quality checks on content, ensuring accuracy, completeness, and correct formatting.
- Help manage multiple course projects simultaneously, maintaining deadlines and standard quality.
- Maintain records of content changes, course versions, and assessments in the LMS.

30% Product Management

- Administer LMS tasks, including creating courses, adding content and activities, and uploading assessments.
- Monitor course engagement and basic reporting (e.g., forum activity, completion rates).
- Assist with scheduling and hosting online webinars or consolidation sessions.
- Provide first-line support to delegates and trainers for LMS-related queries; escalate complex issues.
- Help audit course records and remove completed delegates from the LMS as needed.
- Support in managing communications with trainers and internal teams regarding course delivery.

10% Other activities

- Provide general administrative support to the E-Learning team and Senior Training Manager.
- Support ad-hoc departmental projects or tasks as assigned.
- Participate in team meetings, taking notes or preparing documentation as needed.

This is not an exhaustive list of responsibilities involved in the role and the CIOB reserves the right to change the scope of the job in line with the operational requirements.

BOTH THE EMPLOYEE AND MANAGER WILL ELECTRONICALLY SIGN THE JOB DESCRIPTION ON PEOPLE HR.