

Learning & Development Support Officer

Job purpose:

To provide day-to-day support to the business, the digital education team and Law Society members in administering all aspects of our online professional learning offer. This includes creating digital product pages to ensure all products comply with business processes, resolving member queries about our digital education content portfolio, as well supporting the wider team to help deliver our roadmap.

Key Accountabilities:

- Collaborate effectively and constructively a broad range of colleagues to support the overall objective of providing quality digital education for our members
- Create digital product pages to ensure all releases comply with financial and business processes
- Work effectively with relevant stakeholders across the business (finance, digital and web, marketing etc.) to ensure product page information is kept up to date
- Work across the content portfolio to ensure content is released on schedule
- Undertake day to day administration of multiple projects at one time, including financial reporting, dealing with member and faculty correspondence and queries, and faculty training
- Upload and maintain content on to the Law Society Learning system ,taking responsibility to ensure content is accurate and is kept up to date
- Create and run reports to monitor the progress of all online learning, as well as member satisfaction feedback
- Facilitate the delivery of online classrooms by ensuring that participants can access the sessions and assist the presenters in managing the online environment effectively.
- Work closely with the Learning Management System Manager and other relevant team members to ensure processes and systems are in place to deal with member queries in a seamless, prompt and intuitive manner
- Contribute to the continuous improvement of the offer based on member insights and analytics from CRM and other data sources

<p>Knowledge, skills and experience</p> <p>Essential:</p> <ul style="list-style-type: none"> • Proven experience of working effectively with Learning Management Systems (LMS) • Experience of working successfully in a busy and fast-moving Learning & Development environment • Strong customer handling experience, via email and telephone • Excellent communication skills, both written and oral, with an ability to work well with people at all levels • Work effectively within a team to support others • Excellent attention to detail for reviewing copy for digital learning environments • Able to manage own wellbeing during busy and demanding periods at work, with support from the Society as appropriate • A proactive approach to supporting a respectful and welcoming environment at the Law Society • Demonstrable experience of financial reporting and generating purchase orders • Proficient experience of all Microsoft Office packages, especially Excel • Good technical skills, with the ability to learn new platforms quickly 	<p>Planning & Organising</p> <p>Essential:</p> <ul style="list-style-type: none"> • Excellent organisational and administrative skills • Excellent time management skills – ability to plan, multi-task and prioritise work to ensure all activities are completed to deadlines
<p>Desirable:</p> <ul style="list-style-type: none"> • Experience of creating digital product pages 	<p>Organisation Chart</p>

- Experience of producing and supporting the delivery of digital education content
- Experience of using Sitecore

Dimensions

Financial responsibility

There are no financial responsibilities with this role but the post holder will be required to generate and manage purchase orders, monitor financial progress for individual products, plus create financial reports.

Analytical Responsibility

Creating and running reports within the online learning platform, to effectively monitor the on-going progress of all eLearning products.

Location

Hybrid working with a mixture of office working at 113 Chancery Lane, London and home/remote working