

Job description

Job title:	Learning Innovation Coordinator
Grade:	2b
Department:	Learning
Responsible for:	n/a
Accountable to:	Learning Innovation Manager

Job summary

The Learning and Innovation team work with clinical leads and stakeholders to develop educational activities to support surgeons at all stages of their career.

The post holder will be responsible for planning, organising, and coordinating tasks that support the whole team across a variety of activities.

A significant part of the role, will be working with project managers and content developers to support the creation of courses, learning material in a range of formats, coordinating publishing processes and contributing to the high standards of our products. The postholder will be a key part of the team that creates our courses.

They will provide support to the whole team, including the Director of Learning, with maintenance and development of new and existing products and services. This will include supporting committees and forums, working with our learning technologist to ensure that the VLE (virtual learning environment, Moodle) provides a quality learning experience as well as supporting the development and reporting of business shaping analytics.

The post holder will gain insight across all learning innovation functions, offering a broad understanding and knowledge as a foundation for growth and progression.

Role weighting

Below indicates the expected amount of time the postholder will spend on the responsibilities listed, however this will vary depending on business needs. Material production, and project management support	60%
Expert Advisory Network	10%
Stakeholder communication and support	10%
Virtual learning environment and data analytics	10%
Business and financial administration	10%



Collaboration



Respect



Excellence

Specific duties and responsibilities

1. Material production support

Responsible for:

- Working across the innovation team and the operations team to ensure that feedback and other information has been collated and summarised ahead of redevelopment, identifying potential gaps and sourcing relevant, valid data
- Working with the project managers to plan and conduct research, source and evaluate media content, check and register copyright use and draft documents
- Working with the digital learning producer and educators to produce learning content that meet agreed clinical and educational requirements, are branded within corporate guidelines and are consistently presented
- Working with the digital learning producer and project managers, support the production of videos and podcasts and assist with the technical editing of video and audio content

2. Project Management Support

Responsible for:

- Working with project managers, to manage editorial and publishing workflows for the creation of print and digital learning content
- Coordinate the technical release of courses, organising the creation of CRM records, and the release of the courses on our VLE and website
- Undertake quality assurance (QA) testing of eLearning content and courses on the VLE during production.

3. Expert Advisory Network

Responsible for:

- Supporting membership of the Expert Advisory Network including becoming the first point of contact for members and stakeholders.
- Developing and maintaining analytics and statistics of network membership such as diversity and inclusion data and suggesting actions to improve the diversity profile of individuals, their employing organisations and sectors
- Working with the co-chairs and other members of the team to identify and engage potential stakeholders



Collaboration



Respect



Excellence

- Managing the proof of concept application process and liaising with marketing and applicants at all stages of the process
- Working with the full team to arrange demos of new technologies and supporting trials and proof of concept studies

4. Stakeholder communication and support

Responsible for acting as first point of contact around and managing the following activities, groups and processes:

- Coordination of meetings/events as necessary including
 - Planning and coordinating College governance committees (such as the Learning Committee) and strategic stakeholder and sponsor meetings, faculty development days, clinical lead events, course pilots and project meetings; these will be face to face or virtual.
 - Supporting the organisation of events including for the Parents in Surgery and Emerging Leaders Programmes
 - Booking resources (a/v, catering and accommodation etc) for faculty and others and managing availability, using agreed procedures and processes
 - Producing briefings, coordinating and finalising papers, taking notes and recording decisions
- Working group and freelancer records, including sourcing and validating potential freelancers, sending and recording relevant consent forms, terms and conditions and/or contracts.
- Clinical lead recruitment and management processes including website promotion, collating applications, arranging shortlisting and interviews, coordinating and managing the appraisals process including collating and coordinating supporting documentation
- Collate diversity and inclusion data for clinical leads and volunteers

5. Virtual Learning Environment, analytics and data support

Responsible for working with the Learning technologist and learning innovation manager to:

- Manage data analytics and provide insights for our online content
- Prepare review and feedback/ data to support quality assurance meetings.

6. Business and financial administration

Responsible for:

- Invoicing and expenses processes, ensuring that
 - Our Faculty and volunteers can submit and receive expense claims



Collaboration



Respect



Excellence

- All costs are invoiced and recorded correctly and have been receipted by month end.
- Working with the Head of Learning Innovation to support new opportunities including research and collating funding bids
- Co-ordinating resources and information to support planning and preparation of new products as we grow provision in the Professional Surgical Centre

7. General

Responsible for:

- Representing the College in a professional manner in relation to their responsibilities and ensuring their own continuing professional development.
- Undertaking such duties appropriate to the grade, as required by the director including providing cross-team support to trouble-shoot issues arising that may adversely affect quality or customer service

This job description will be subject to review in the light of changing circumstances and may include other duties and responsibilities as may be determined. It is not intended to be rigid or inflexible but should be regarded as providing guidelines within which the individual works.

October 2023



Collaboration



Respect



Excellence

Person specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> A levels and a minimum grade C English and Maths GCSE, or ability to demonstrate experience in a similar role 	<ul style="list-style-type: none"> Degree or equivalent
Experience and skills	<ul style="list-style-type: none"> Co-ordinating project information and resources and identifying gaps and potential sources Offering stakeholder support and a customer driven service Managing and supporting committees, working groups and other meetings Working as a team player and supporting others where necessary Identifying and suggesting opportunities to improve diversity and inclusion Processing invoices and expense claims within the College's financial processes and regulations Data input and use of databases Strong working knowledge of Microsoft Word, Excel PowerPoint and Teams 	<ul style="list-style-type: none"> Working in, education, training, or a healthcare setting with some autonomy Preparation of training materials Locating and sourcing images and information for use in learning content Experience of using software and platforms such as Microsoft Project, Planner or equivalent Experience of digital learning technologies



Collaboration



Respect



Excellence



Technical competencies	<ul style="list-style-type: none">• n/a	<ul style="list-style-type: none">• n/a
People and interpersonal skills	<ul style="list-style-type: none">• Ability to work independently on tasks with minimal supervision, demonstrating initiative• Ability to work accurately and pay attention to detail• Excellent organisational skills and methodical approach• Ability to work to tight deadlines and competing priorities• Excellent interpersonal skills, ability to establish trust and build relationships with people at all levels• Excellent written skills, including report writing• Strong research and analytical skills, with experience of using data and evidence to resolve queries	<ul style="list-style-type: none">• Ability to handle difficult conversations and situations effectively and sensitively• Ability to source and evaluate potential opportunities to engage in funding/research bids• Ability to identify, contact and build new relationships with potential stakeholders (organisations and individuals)

- May involve out of hours and weekend work as well as some UK travel with overnight stays
- Annual leave requests may be restricted where it falls within key committee or other meeting dates



Collaboration



Respect



Excellence

The post holder will also need to demonstrate the following values:

Collaboration	<p>We embrace our collective responsibilities working collaboratively and as one college.</p> <ul style="list-style-type: none"> • We work together, using our collective expertise and experience to effect positive change • We are open, honest and transparent, straightforward in our language and actions, acting with sincerity and delivering on our commitments • We take our responsibilities to each other, to patient care and to the environment seriously and we act with this in mind across our work
Respect	<p>We value every person we come into contact with at the College as an individual, respect their aspirations and commitments in life, and seek to understand and meet their physical and wellbeing needs.</p> <ul style="list-style-type: none"> • We treat everyone we meet with kindness and integrity and we seek to promote these behaviours in others • We actively seek a range of views and experiences across our work, and we listen to, and make everyone feel, a valued part of the team
Excellence	<p>We aspire to excellence and success. We share learning from our experiences, apply feedback into practice, and commit to continual improvement.</p> <ul style="list-style-type: none"> • We work hard to be the best at what we do, recognising and celebrating effort and achievement, and reflecting on our work, so we can learn and improve • We value and invest in research, education and training to drive excellence and put improvements in surgical practice, dentistry and patient care at the heart of our work • We always seek to learn and discover more, valuing knowledge and scientific evidence, basing our decisions on insights, fact and experience

The Royal College of Surgeons of England is an Equal Opportunities Employer. We are open to all talent and we actively ensure that all qualified applicants will receive equal consideration for employment without regards to age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.



Collaboration



Respect



Excellence