



## Job Description

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

Post Details	
Job Title	Learning Management System Specialist
Job Reference	
Service	Chief Exec
Team	Workforce & Organisation Development
Location	Smart Working
Reports to	Interim Head of Organisational Development
Responsible for	N/A
Grade	G8
Contract Type	Fixed term to March 2027
Hours	Full time

Main Accountabilities	
1.	Manage the daily operation, maintenance, and updates of the Learning Management System (LMS), ensuring optimal performance and user accessibility. Including data management, historical data imports, report generation, analytics, and dashboards
2.	Manage and maintain strong relationships with external LMS and content providers, ensuring seamless integration and regular updates
3.	Provide advisory support to internal stakeholders on LMS functionality such as best practice and system constraints.
4.	Configure and customise the LMS to meet organisational learning needs, including setting up automated workflows, notifications, and compliance tracking systems
5.	Monitor LMS performance, ensuring fast load times, minimal downtime, and an optimised user experience. Collect user feedback to drive continuous improvements
6.	Ensure compliance by generating and analysing LMS data, reporting on mandatory training and certifications, objectives, and supporting audits with accurate records
7.	Provide training materials, guides and resources and provide ongoing user support to ensure effective use of the LMS and work closely with Learning & Development team to design, deliver, and optimise e-learning and blended learning compatible with the LMS
8.	Manage and maintain LMS content such as learning assignments, uploading content, curriculum creation, and administering and organisation of all learning events and materials ensuring materials are accurate, up-to-date, and easily navigable for users.





	Maintaining an understanding of course versioning, reversion and their impact at all levels
9.	Lead the testing, implementation, and management of system upgrades and new features to enhance LMS performance and user experience. Stay updated on learning technology trends, recommending improvements
10.	Provide technical support to users, troubleshoot system issues and maintain smooth functionality, resolve course functionality issues. Log performance issues and change requests on all online products.
11.	Primary LMS contact monitoring the learning inboxes, actioning incoming LMS requests and enquiries and providing support to end users
12.	Ensure that system configuration and accessibility is designed and implemented with inclusivity in mind. Work to remove barriers to learning, ensuring that all employees have access to development opportunities regardless of the background or role

Person Specification	Essential	Desirable
Education/Qualifications	Relevant degree or equivalent experience in ICT/Digital systems	Cornerstone Certified or equivalent : Core and Learning Trained in Authoring Tools
Technical skills	Excellent IT skills including office software such as Microsoft Word, Outlook, PowerPoint, and Excel	
	Strong knowledge and technical skills in Learning management systems	
	Proficiency in managing and configuring LMS platforms (e.g., Cornerstone, Moodle, Blackboard, Insendi	
Knowledge	Effective written and verbal communication skills Strong knowledge of Microsoft 365 Able to use initiative. Able to work with demanding deadlines Able to work effectively through times of change. Able to make sound judgements on the information available. Able to present information clearly and concisely. Proven ability to work well as part of a team. Ability to learn new applications and tools quickly. Good analytical skills	Design skills, e.g. Canva or equivalent
Experience	Intermediate/Advanced Excel and data management Data literacy	Learning and Development knowledge and experience Knowledge learning design principals and evaluation





	<p>intermediate HTML knowledge/ understanding</p> <p>Knowledge of project management principals</p> <p>Ability to collaborate with stakeholders at multiple levels within an organisation</p> <p>Understanding of Power BI</p> <p>Ability to identify areas that may need upgrading or adaptation to suit the requirements</p>	
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Purpose Details	
<b>Service Purpose</b>	Through the people professionals who work within it, the HR & OD function helps the Council deliver its corporate strategy and objectives by effectively recruiting and developing people, as well as managing the whole employee lifecycle. It provides support in all aspects of people management within a legislative framework, working with managers to embed people-related practices which enable continuous service delivery to our communities, including reward, retention, wellbeing, performance management, and professional development.
<b>Role Purpose</b>	The LMS Specialist is responsible for the daily operation, configuration, and optimisation of the organisation's Learning Management System. This includes ensuring the system supports strategic learning goals, compliance requirements, and user experience standards.

Management and Relationships	
<b>Managed by</b>	This post will receive supervision from the Interim Head of Organisational Development
<b>Supervise</b>	None
<b>Contacts</b>	Post holders will work closely with other members of the Organisational Development Team, but also collaboratively with the wider HR Team. In addition, they will build strong working relationships with managers across the Council, as well as other colleagues where they need to provide advice or guidance.

Resources/Budget Management
N/a

Nature of the Role	Details
<b>Work Environment Details</b>	Smart Working

Disclosure and Barring Service (DBS)	Details
<b>DBS Requirement</b>	N/A





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<b>Eligibility Tool</b>	Find out which DBS check is right for your employee - GOV.UK ( <a href="#">Find out which DBS check is right for your employee - GOV.UK</a> )
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## Re-checks

N/A
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## Evaluation Declaration

<b>Date of Evaluation:</b>	12/09/2025
<b>Evaluated by:</b>	Nargis Phagura

