Westmorland & Furness Council

Post Specification

Post Specification - Key Information

- **Post Title: Digital Learning Support Officer**
- **Date: March 2026**
- **Post Group Number: PG8994**
- **Job Family: Organisational Support**
- **Job Family Role Profile: OS9**
- **Final Grade: 8**

To be read in conjunction with the job family role profile.

Service Area Description

The Organisational Development and Workforce Training professional service advises and supports in the implementing of effective change and the enhanced capabilities of the organisation, through a variety of people development solutions and opportunities provided to ensure the council has a skilled and engaged workforce to meet the needs of the people of Westmorland and Furness

Purpose of this Post

This role will support the Learning Management System Lead and Digital Trainer in the achieving the council's digital and technology priorities, with a particular focus on supporting continual development of the learning management system, eLearning design, learning data analysis and reporting, and development of online systems and digital learning solutions.

Key Job Specific Accountabilities

1. Work with the Learning Management System Lead to support the development and operation of the learning management system, including the design and development of eLearning.

2. Work with the Digital Trainer to provide a variety of digital / virtual learning tools, resources and solutions to enhance the digital skills capabilities of the workforce.

3. To work collaboratively with service and team managers in order to identify, develop, deliver and evaluate innovative and effective digital/virtual learning solutions.

4. Use digital tools to design high quality and appropriate innovative and engaging learning solutions.

5. Undertake defined tasks but with the opportunity to show initiative with the development of courses and manage learning programme communications.

6. Maintain excellent working relationships with key stakeholders and co-ordinate and manage communications with:
    a) Organisational Development and Workforce Training team.
    b) External and Internal trainers.
    c) ICT teams.
    d) External Organisations and Partners.
    e) Internal employees and service areas.

7. Act as point of contact for digital queries and offer advice and guidance where appropriate.

8. Contribute to team working by supporting and guiding less experienced colleagues whilst they undertake associated support duties.

Please note: Annual targets will be discussed during the appraisal process.

Key Facts and Figures of the Post

- **Budget Responsibilities**: N/A
- **Staff Management Responsibilities:** No direct management responsibility
- **Other:** N/A

Essential Criteria

Qualifications

- NVQ Level 3 Business/People Management/Learning and Development/Digital Skills, or equivalent and/or recent relevant working experience in a similar area
- GCSE Maths and English – Pass (C or 4)
- Level 3 Award in Education and Training or equivalent and/or recent relevant working experience in a similar role.

Knowledge

- All stages of the learning cycle / principles of learning and development.
- Appropriate knowledge of processes, procedures and systems within the learning support environment, including Learning Management System, HR system and any other associated systems
- Ability to evaluate learning and analyse data for the purposes of continuous improvement.

Experience

- Creative and solution focused.
- Enthusiasm for working in a fast-paced, dynamic environment.
- Great interpersonal skills including strong verbal and written communication skills - ability to write clearly and concisely.
- Able to prioritise own work and work to strict deadlines
- Ability to handle, analyse and interpret information accurately and with attention to detail

Expertise

- Technical proficiency in advanced software applications including the ability to write eLearning courses. Specifically authoring tools (Adapt, Articulate 360)
- Digital skills relevant to the work area e.g. a good understanding of Microsoft Office and different tools available to help support learning and upskilling of the workforce.
- Ability to apply principles of learning to creating learning solutions.

Disclosure and Barring Service (DBS) Checks

- This post does not require a DBS check.

Job Working Circumstances

- **Emotional Demands:** Normal
- **Physical Demands:** Normal
- **Working Conditions:** Hybrid
- **Other Factors:** N/A

Other Factors: Ability to travel across Westmorland and Furness as required.