NHS
**South London
and Maudsley**
NHS Foundation Trust

Job Title:	Head of Internal Digital Learning and Knowledge Systems
Band:	Band 8A
Hours:	37.5
Department:	Maudsley Learning – Internal Learning and Development
Location:	Bishopsgate Training Centre, Bethlem Hospital
Reports to:	Director of Trust Learning and Development
Responsible for:	Learning Platforms Manager, virtual learning environment

Digital Learning Solutions Manager, digital learning development and procurement

Mandatory and statutory training management

Library and Knowledge Services |

As a senior member of the Trust's education team, this role provides an exciting opportunity for an experienced digital learning manager to play a key role in designing and overseeing provision of e-learning training programmes across the organisation.

The postholder will work closely with a wide range of stakeholders to ensure Trust staff receive the high-quality training they require to complete their jobs; they will manage the provision of mandatory training online and production workflows and oversee learning platforms and the provision of digital learning, library and knowledge services.

They will bring a combination of technical understanding, strategic thinking, detail-focus, and excellent leadership skills. Working with other members of the team, they will help to deliver a vision for improving people's lives through mental health education.
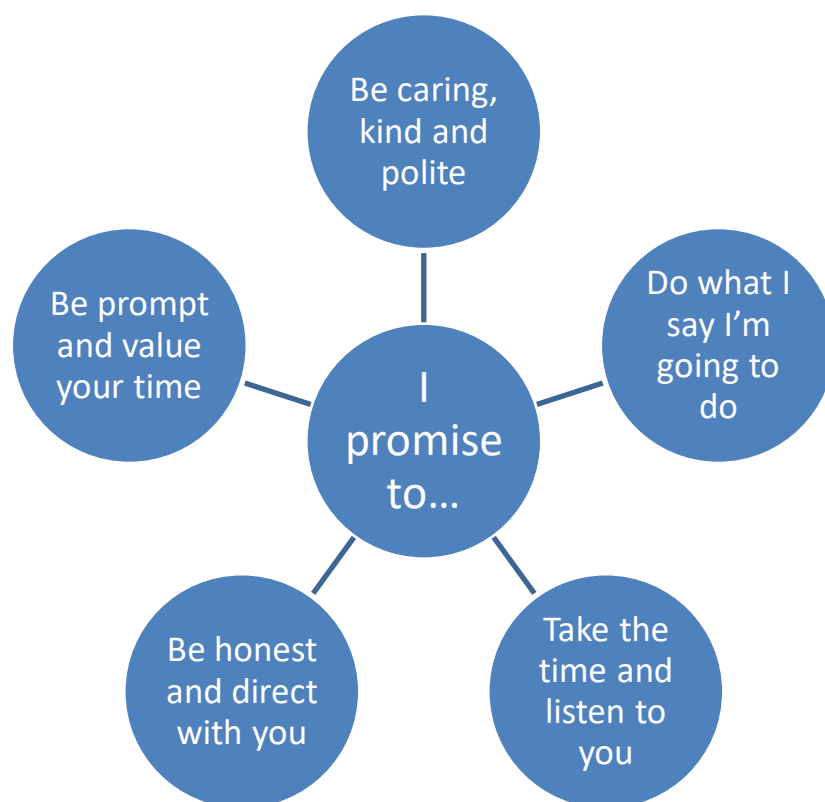
Job Purpose:

The Head of Internal Digital Learning has a key strategic role in the delivery of learning and development across the Trust, with particular emphasis on the areas of learning platforms and learning systems, digital learning production, library services and mandatory training. At its heart, this role exists to deliver systems and processes that improve the quality of learning and development across the Trust to ensure staff are equipped with the right skills to deliver safe patient care.

The postholder will be a source of expert advice and expertise in identifying training needs, as well as supporting the design, commissioning, delivery and evaluation of courses and programmes. They will take responsibility and accountability for inward facing digital learning and library servcies. They will also take a strategic role in managing the Trust's mandatory and statutory training requirements, both staying up to date with new and changed requirements and ensuring existing provision meets specified learning outcomes and renewal targets.

In conjunction with these strategic goals, the postholder will manage a team of expert professionals and provide exceptional managerial and professional support.

Our values and commitments:

Be caring, kind and polite

Do what I say I'm going to do

Be prompt and value your time

I promise to...

Be honest and direct with you

Take the time and listen to you

Key Responsibilities:
- Contribute to the strategic leadership of the department
- Support the procurement, implementation, development, administration, and maintenance of effective systems for the delivery and management of digital learning and knowledge within the Trust and for eligible external users, including:
  - Integrated learning management system
  - Support systems including the LEAP Helpdesk

- - Hardware and software for creating and delivering high quality digital learning resources
  - Integration of the above systems into other platforms, including ESR (Employee Staff Records) and PowerBI
- Lead a strategic approach to digital learning including how the Trust interprets developments from NHS England and other key stakeholders
- Provide strategic leadership in supporting the Training Business Manager to provide first level helpdesk support (Zen Desk) to staff from around the Trust, ensuring queries are answered promptly and accurately.
- Be a source of advice and expertise in the identification of training needs and the design, commissioning, delivery and evaluation of digital courses, interventions, and programmes
- Support strategic leadership to the scoping, implementation, maintenance, and management of mandatory and statutory training requirements in the Trust, identifying new and modified requirements and ensuring they are correctly assigned to the relevant staff, with learning outcomes appropriately met.
- Monitor and evaluate provision, providing quality reports in accordance with the relevant Quality Improvement frameworks.

- Provide advice/expertise in education and development by interpreting new practice/policy requirements and lead on the development of learning pathways to support NICE guidance and emerging new evidence.
- Provide strategic leadership to the library, ensuring service delivery meets HEE requirements, and effectively supports Trust staff and stakeholders with their research and knowledge needs.
- Provide expert support and guidance to the library, ensuring it is promoted within the Trust and supported to grow and develop in its service provision
- Liaise closely with stakeholders of all levels across the Trust, building effective relationships that support the delivery of educational requirements.
- Manage links with LKS, representing the Trust in relevant committees and working parties
- Work with Workforce Information to ensure the seamless transfer of user data, including training completions from other Trusts, between ESR and LEAP (and LEAP and ESR)

- Work with Trust People and OD, and Education leads to ensure that annual staff survey results are fed into and reflected in the education strategy and approach
- Work with Trust People and OD leads to ensure that annual appriasal results and personal development plans are fed into and reflected in the education strategy and approach
- Contribute to the strategic Equalities agenda, ensuring all education and development activity promotes development in diversity
- Monitor and evaluate digital provision, providing quality reports in accordance with relevant quality assurance frameworks, eg Library Quality and Improvement Outcomes Framework
- Manage key budgets to ensure financial control and the delivery of value for money for the Trust.

- Work with the Director and Maudsley Learning to identify areas within education where income generation can be achieved
- Work with the Associate Director with identifying and delivering annual cost improvement programmes in line with annual targets
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- Effectively develop staff in the digital learning and library teams to ensure that all staff are managed and developed appropriately to deliver against key objectives.
- Deputise for the Director as required.
- Maintain own professional practice
- Undertake any other duties as directed.

Personal Specification:

Each requirement will either be identified through the candidate's application form (A) or interview (I). Candidates should ensure they read and understand the requirements below and ensure they have the relevant experience/knowledge before applying. South London and Maudsley NHS Foundation Trust are committed to developing staff and will offer relevant training and development opportunities where desirable requirements are missing.

Qualifications	
Essential Requirements	**Desirable Requirements**
• First degree, (or equivalent) educational technology or related subject • Relevant Masters qualification or equivalent training and/or proven experience • Project management qualification or experience in project management • Evidence of continuing professional development	• Masters degree, (or equivalent) educational technology or related subject • Recognised learning technology qualification, or proven technical history • Registration with a relevant professional body • CIPD Qualified • Library qualification

Experience	
Essential Requirements	**Desirable Requirements**
• Development of education, training or workforce strategies aligned to business goals • Senior-level experience of learning and education, including leading and developing teams of staff • Operational management of education and • Strategic oversight of large education and training platforms and systems, and their integration with other complex systems	• Experience of managing project teams full end to end, design and development lifecycle, using methodologies such as ADDIE, particularly managing developments with complex regulatory requirements. • Strategic leadership in talent, capacity and resource planning to ensure provision of effective learning platforms, future proofed strategic roadmap and alignment to business objectives Statutory and mandatory training management, policy, and process

• Management of budgets, including their control and deployment	• Experience managing and overseeing library or knowledge service operations • NHS and/or mental health experience

Knowledge / Skills	
Essential Requirements • Understanding of training tools, techniques, and ways in which they can be implemented to meet the needs of diverse individuals • Understanding of Copyright, Data Protection and Freedom of Information principles • Ability to negotiate with and influence across a broad spectrum of people, building commitment and ownership in others • Builds productive working relationships and strategic partnerships with a range of stakeholders • Strong, effective communication skills, both written and verbal • Ability to analyse and interpret complex data • Excellent organisational, prioritisation, analytical and planning skills with a high attention to detail and process • Strong leadership and management skills, including the ability to build a strong, collaborative team of diverse individuals • Understanding of the role of Knowledge for healthcare in the NHS • Understanding of Copyright, Data Protection and Freedom of Information principles • Advanced knowledge of Microsoft word and excel	**Desirable Requirements** • An in-depth understanding of health care provision and awareness of current NHS policies and priorities • Knowledge and understanding of compliance and regulatory frameworks such as NHSLA, CQC, Ofsted, etc • Understanding of the Core Skills Training Framework and how it is implemented within training delivery • Understanding of quality and service improvement in education and development • Understanding of NHSaat England education policy • Strong technical skills, particularly in the areas of system management and maintenance, e-learning production, etc.

About South London and Maudsley:

South London and Maudsley NHS Foundation Trust (SLaM) provide the widest range of NHS mental health services in the UK as well as substance misuse services for people who are addicted to drugs and alcohol. We work closely with the Institute of Psychiatry, Psychology and Neuroscience (IoPPN), King's College London and are part of King's Health Partners Academic Health Sciences Centre. There are very few organisations in the world that have such wide-ranging capabilities working with mental illness. Our scope is unique because it is built on three major foundations: care and treatment, science and research, and training.

SLaM employ around 5000 staff and serve a local population of 1.1 million people. We have more than 230 services including inpatient wards, outpatient and community services. Currently, provide inpatient care for approximately 5,300 people each year and treat more than 45,000 patients in the community in Croydon, Lambeth, Lewisham and Southwark; as well as substance misuse services for residents of Bexley, Bromley and Greenwich.

By coming to work at SLaM, you will gain experience of being part of an organisation with a rich history and international reputation in mental health care. You will have access to professional development and learning opportunities, and have the chance to work alongside people who are world leaders in their field. SLaM delivered more than 14,000 training experiences in 2014; providing an extensive range of learning opportunities for staff at all levels. In addition, our working relationship with King's Health Partners allows those working at the Trust to get involved in academic research.

About Maudsley Learning:

Maudsley Learning is an innovative workforce development team within South London and Maudsley NHS Foundation Trust, part of one of the world's most renowned mental healthcare organisations. Our mission is to improve people's lives through the highest quality mental health and wellbeing education.

We design and deliver training programmes and education services to meet the continuing professional development needs of individuals in the healthcare workforce, but also to many others including colleagues in social services, policing, schools and in the private sector. Building positive relationships with other organisations is supremely important to us, as we aim to spread good practice around supporting mental health and wellbeing.

We deliver high quality learning experiences in both traditional and innovative educational modalities thanks to our expertise and agility. Our access to a range of subject matter expertise is second to none via the global centres of excellence in South London and Maudsley NHS Foundation Trust (SLaM) and our university partners, the Institute of Psychiatry, Psychology and Neuroscience (IoPPN), King's College London.

We have published 17 peer-reviewed academic papers and won multiple awards, including British Medical Journal Education Team of the Year 2018.

About Education and Development

Now sitting within the Maudsley Learning team, the Education and Development department delivers training within the Trust, focusing not only on mandatory and statutory training requirements, but also on CPD and Apprenticeship provision.

Trust Policy and Procedures:

Confidentiality:
Confidentiality/data protection regarding all personal information and Trust activity must be maintained at all times (both in and out of working hours) in accordance with professional codes of conduct and relevant legislation such as the Data Protection Act. The post holder should ensure that they are familiar with and adhere to all Trust Information governance policies and procedures. Any breach of confidentiality will be taken seriously and appropriate disciplinary action may be taken.

Equal Opportunities:
Promote the concepts of equality of opportunity and managing diversity Trust wide.

Health and Safety:
Employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act 1974, paying due regard to health and safety in the workplace and management of risk to maintain a safe working environment for service users, visitors and employees.

Infection Prevention and Control:
Employees must be aware of their responsibilities to protect service users, visitors and employees against the risks of acquiring health care associated infections, in accordance with Trust policy.

Professional standards and performance review:
Maintain consistently high professional standards and act in accordance with the relevant professional code of conduct. Employees are expected to participate in the performance review process.

Service/Department standards:
Support the development of performance standards within the Service/Department to ensure the service is responsive to and meeting the needs of its customers.

Finance:
All Trust staff will comply with the financial processes and procedures.

Safeguarding Children & Vulnerable Adults:
Employees must be aware of the responsibilities placed on them under the Children Act 1989, 2004 and the trusts safe guarding vulnerable adults policy.

Code of Conduct:
The post holder is required to adhere to the standards of conduct expected of all NHS managers set out in the Code of Conduct for NHS managers.

This job description will be subject to regular review and adjustment.

SUMMARY:
This job description is an outline of the key tasks and responsibilities of the post and the post holder may be required to undertake additional duties appropriate to the pay band. The post may change

over time to reflect the developing needs of the Trust and its services, as well as the personal development of the post holder.