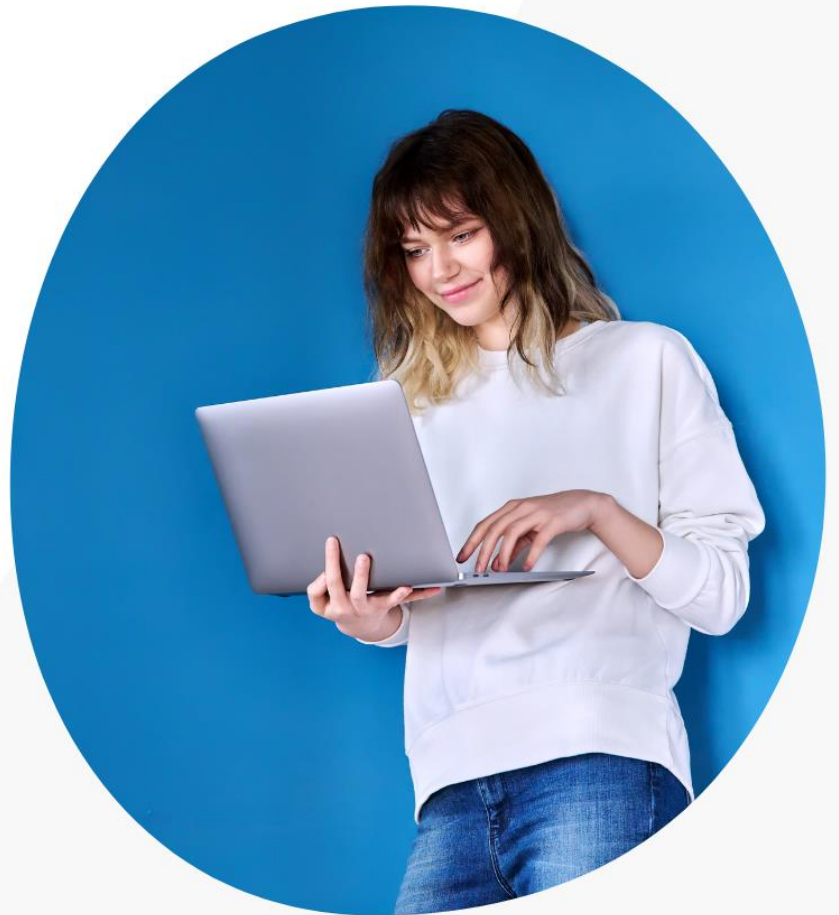# Job Description
Learning Technology Consultant

About Think Learning

Think Learning is a fast-growing learning technology company, specialising in solutions based around Totara and open-source technologies.

We focus on the UK market, particularly in healthcare and other high-compliance sectors but with presence in central government, hospitality, finance, and legal sectors too.

Our successful approach has led to growth of 300% over the past 3 years. We have a core team of approx. 40 employees and 10 close associates. About 30% of our resources are specifically focused on developing new technology.

Role Summary

The Learning Technology consultant has responsibility for the successful implementation of Totara and associated technology projects. "Successful" means delivered in line with time, cost and quality targets, using appropriate internal resources, and with an outcome that leads to a satisfied client.

This role also has responsibility for standardisation of, and continuous improvement in, our implementation services approach.

Key Responsibilities

Process management

- Learning Technology consulting, support, and project management.
- Act as key liaison point between commercial sales and implementation services, ensuring that the solution requirement and budget is accurate.
- Act as the project support manager, throughout the implementation process and to manage all highlighted and escalated issues raised by either the client or Think project lead.
- Monitor project budgets and associated change requests.
- Ensure appropriate resourcing on implementation projects.
- Onboarding, induction, and probation for learning technology consultants.
- Implementation services quality assurance.

- Implementation services efficiency and consultant utilisation.
- Liaise with the client services lead, the elearning services lead and the technical team to ensure that realistic technical deadlines are set, and then met, and that client experience is consistent from implementation through to business-as-usual.
- Attend operational team meetings and contribute as appropriate.

Person Specification

Autonomy

Works under broad direction. Work is often self-initiated. Is fully responsible for meeting allocated technical and/or group objectives. Analyses, designs, plans, executes and evaluates work to time, cost and quality targets. Establishes milestones and has a significant role in the assignment of tasks and/or responsibilities.

Influence

Influences organisation, customers, suppliers, partners and peers on the contribution of own specialism. Makes decisions which impact the success of assigned work, i.e. results, deadlines and budget. Has significant influence over the allocation and management of resources appropriate to given assignments. Leads on user/customer and group collaboration throughout all stages of work. Ensures users' needs are met consistently through each work stage. Builds appropriate and effective business relationships across the organisation and with customers, suppliers and partners. Creates and supports collaborative ways of working across group/area of responsibility. Facilitates collaboration between stakeholders who have diverse objectives.

Complexity

Implements and executes policies aligned to strategic plans. Performs an extensive range and variety of complex technical and/or professional work activities. Undertakes work which requires the application of fundamental

principles in a wide and often unpredictable range of contexts. Engages and coordinates with subject matter experts to resolve complex issues as they relate to customer/organisational requirements. Understands the relationships between own specialism and customer/organisational requirements.

Knowledge

Is fully familiar with recognised industry bodies of knowledge both generic and specific, and knowledge of the business, suppliers, partners, competitors and clients. Develops a wider breadth of knowledge across the industry or business. Applies knowledge to help to define the standards which others will apply. Takes initiative to advance own skills and identify and manage development opportunities in area of responsibility.

Business Skills

Demonstrates leadership in operational management. Analyses requirements and advises on scope and options for continuous operational improvement. Contributes to the security and ethics culture of the organisation and proactively ensures implementation in area of responsibility. Assesses and evaluates risk. Takes all requirements into account when making proposals. Coaches and mentors colleagues in area of responsibility. Engages or works with security and ethics specialists as necessary. Advises on available standards, methods, tools, applications and processes relevant to group specialism(s) and can make appropriate choices from alternatives. Understands and evaluates the organisational impact of new technologies and digital services. Creatively applies innovative thinking and design practices in identifying solutions that will deliver value for the benefit of the customer/stakeholder. Clearly demonstrates impactful communication skills (oral, written and presentation) in both formal and informal settings, articulating complex ideas to broad audiences.

SFIA References

We use SFIA, originated by the Chartered Institute for IT, to define our roles and underpin our team's performance and development. Read more about SFIA at: https://sfiaplus.bcs.org

SFIA Domain	Expected level	Definition
Specialist advice (TECH)	Level 5	• Provides definitive and expert advice in their specialist area. • Actively maintains recognised expert level knowledge in one or more identifiable specialisms. • Oversees the provision of specialist advice by others. • Consolidates expertise from multiple sources, including third-party experts, to provide coherent advice to further organisational objectives. • Supports and promotes the development and sharing of specialist knowledge within the organisation.
Methods and tools (METL)	Level 4	• Provides advice and guidance to support the adoption of methods and tools and adherence to policies and standards. • Tailors processes in line with agreed standards and evaluation of methods and tools. • Reviews and improves usage and application of methods and tools.
L&D management (ETMG)	Level 5	• Understands the management of the provision of learning and development, and the optimum use of resources. • Understands how to maintain, publicises and promotes a catalogue of learning and development activities.

		• Understands how to ensure that courses are kept up to date and accredited (when required). • Understands how to arrange facilities and schedules with learning and development providers as appropriate. • Understands how to use data to assess and improve the effectiveness of learning or educational activities.
Project management (PRMG)	Level 4	• Defines, documents and executes small projects or sub-projects. Works alone or with a small team actively participating in all phases of the project. • Applies appropriate project management methods and tools. Identifies, assesses and manages risks effectively. • Agrees project approach with stakeholders and prepares realistic project plans (including scope, schedule, quality, risk and communication plans). • Tracks activities against the project schedule, managing stakeholder involvement as appropriate. • Monitors costs, times, quality and resources used takes action where these exceed agreed tolerances.
Selling (SALE)	Level 4	• Identifies and qualifies new sales leads and prospects with a view to developing a pipeline of potential opportunities. • Manages existing sales leads. • Collects and uses information in order to achieve sales objectives. • Understands customers and their needs, and develops and enhances customer relationships before,

		during and after the conclusion of agreements/contracts.
Customer service support (CSMG)	Level 4	• Monitors service delivery channels and collects performance data. • Assists with the specification, development, research and evaluation of service standards. • Applies these standards to resolve or escalate issues and gives technical briefings to staff members.
Incident management (USUP)	Level 4	• Ensures that incidents are handled according to agreed procedures. • Prioritises and diagnoses incidents. Investigates causes of incidents and seeks resolution. • Escalates unresolved incidents. • Facilitates recovery, following resolution of incidents. • Documents and closes resolved incidents. Contributes to testing and improving incident management procedures.
Acceptance Testing (BPTS)	Level 3	• Follows agreed standards and techniques to devise and execute test cases and scenarios based on pre-defined acceptance criteria. • Analyses and reports on test activities, results, issues and risks