Dear applicant,

Thank you for your interest in the position of E-Learning Assistant at the National Governance Association (NGA).

It is an exciting time to join NGA as we see governance continuing to rise on the political and school improvement agendas, providing us with more opportunities to deliver our charitable objectives. NGA is an independent, not-for-profit national membership organisation for state school governors, trustees and governance professionals in England. Our work aims to improve the educational standards and wellbeing of young people by increasing the effectiveness of governing boards and promoting high standards. As expert leaders in school and academy governance we provide information, advice and guidance, professional development and e-learning.

Key to our membership offer is our flagship e-Learning platform, Learning Link. With over 60 modules, Learning Link offers on-demand learning covering a wide range of governance topics for schools, trusts and governance professionals, Learning Link’s reach across the sector is considerable, and this post will join the in-house team who creates and updates the considerable content we host. The ideal candidate will be able to work well in a team, have excellent communication skills, demonstrate personal resilience, a flexible approach to work, have an interest in the schools’ sector, and a commitment to improving the experiences of children and young people in England.

**Benefits of working for NGA:**

* Competitive starting salary of £24,300 to £27,000 per annum.
* Annual leave entitlement of 25 days (FTE) increasing to 27 with continuous service, 8 days bank holiday and 3 days Christmas closure with the ability to buy and sell annual leave
* Employer contribution pension scheme at 7%
* Hybrid working (between our Birmingham office and home working) and other flexible working arrangements on request
* A healthy training and development budget (CPD) with a wide range of learning and development opportunities

Full details of the role and responsibilities can be found in the attached job description and person specification.  If you have any queries, please feel free to email us at [jobs@nga.org.uk](mailto:jobs@nga.org.uk) with ‘E-Learning Assistant’ in the subject line.

We look forward to receiving your application for this position.

Yours sincerely

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Description automatically generated

Emma Balchin, Chief Executive

## Job description

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| Job Title: | E-Learning Assistant |
| Job Purpose: | To provide effective technical support for NGA’s e-learning platform Learning Link: ensuring e-learning modules are fully functional and up-to-date at all times while supporting the design and creation of new modules, resources and content in line with NGA brand guidelines. |
| Line Manager: | Head of E-Learning |
| Based: | Hybrid working with 2 days a week at NGA’s office in Birmingham and 3 days working remotely. |
| Salary: | £24,300 to £27,000 per annum |
| Benefits | * 25 days annual leave + bank holidays + 3 days Christmas closure (increases to 26 after 3 years’ continuous service and to 27 after 6 years’ service) * Pension contribution at 7% * Flexible working arrangements * Wellbeing support through our employee assistance programme * Cycle to work scheme * Option to buy and sell annual leave * Railcards for qualifying staff * Healthy CPD budget |
| Probation Period | 6 months |
| Term: | Permanent |
| Hours | 37.5 hours per week  Occasional weekend or evening working may be required.  Applications for job share or four days a week will be considered. |

## Job activities

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| 1. | Ensure that existing e-learning modules are kept up-to-date and fully functional   * Support the Head of E-Learning, and Content Developers with the redesign of e-learning modules and the maintenance of the Learning Link platform * Under the supervision of the Head of Learning Link, regularly review the functionality of existing content as requested to update and fix bugs * Under the supervision of the Head of E-Learning, follow internal protocols and timetables for regularly reviewing existing factual content with subject matter experts, ensuring that changes are made where necessary * Be the first point of contact for customer comments regarding bug reports and learner evaluation, responding to them swiftly and troubleshooting to fix as needed * Ensure all existing content is in line with NGA brand guidelines and house style |
| 2. | Assist in the development of new modules   * Work with the Learning Link team and Subject Matter Experts in the development of interactive and innovative e-learning solutions * Assist in the content creation of module wireframes and interactive activity build as needed * Support content developers with the creation of module resources, videos, voiceover, animation, and graphics * Assist in the beta testing of new content and fixing bugs as needed |
| 3. | Support the administration of Learning Link module uploads:   * Upload content onto the Learning Link platform * Administrate the storage and organisation of course materials * Follow protocols to ensure effective version control for all new courseware * Contribute to the development of effective comms to inform users that new content is available * Support the Head of E-Learning with module scheduling * Administrate platform learning as needed * Edit existing platform content as required * Run evaluation reports and report summary findings to the team to ensure they are acted upon appropriately * Support the development and maintenance of Learning Link marketing materials |
| 4. | Support the development and on-going administration of Learning Link’s free trial   * Monitor usage of the free trial content * Monitor the system to track schools that have purchased a full subscription following trial access * Support NGA’s marketing and communications team on the promotion of the trial offer |
| 5. | Be an active member of NGA:   * Keep up to date with NGA’s position statements, good governance practice and issues of concern to NGA members * Ensure maintenance of all company files and databases * Maintain all health and safety procedures * Contribute to staff meetings, regional meetings, national conferences, promoting the organisation, maintaining, in liaison with other members of staff, the collection and storage of resource material, working within and supporting NGA’s policies and procedures and undertaking other reasonable duties required by line manager |

## Person specification

ESSENTIAL:

Skills & Abilities

* Excellent level of computer literacy, with experience of Excel, Word, PowerPoint, Outlook, and Adobe Creative Suite
* Interest in creative design of graphics and interactive e-learning
* Strong problem-solving skills, especially with IT
* Ability to proofread and edit others’ work
* Strong organisational, coordination and administrative skills
* High level of attention to detail
* Good organisational skills and ability to prioritise tasks
* Excellent verbal and written communication skills
* Confident and articulate telephone manner

Personal attributes & Qualities

* Energetic and engaging
* Ability to recognise when a task needs to be done, and take the initiative
* Happy to work as a member of a team
* Flexible and able to adapt
* Interest in IT and innovation
* Commitment to education and non-profit sector and improving the wellbeing of children and young people
* Commitment to own ongoing personal and professional development
* Solution-focused when problem-solving

DESIRABLE

* Knowledge of education in England in general and school governance in particular
* Knowledge and understanding of training pedagogy and its application in eLearning
* Interest in becoming a school governor (if not already)