



**The  
Workforce  
Development  
Trust**

# **Senior Learning Management Systems Administrator**

## Job description

<b>Job Title</b>	Senior Learning Management Systems Administrator
<b>Department</b>	Learning Solutions
<b>Reports to</b>	Client Services Team Manager
<b>Location</b>	Bristol Office, with hybrid working available
<b>Pay Scale</b>	£33,000k to £37,500k per annum
<b>Contract</b>	Permanent
<b>Hours</b>	Full time - 37.5 per week

### The Workforce Development Trust

The Workforce Development Trust is a not-for-profit organisation that provides services that support employers to develop skilled, sustainable, and efficient workforces in the UK and abroad. We operate via our four brands; Skills for Health, Skills for Justice, SFJ Awards, iCQ Awards and People 1st International, which deliver specialist, targeted skills interventions to support a variety of frontline public services

## Job summary

### Job Summary

As a key member of the Learning Solutions department, the Senior LMS Administrator is responsible for the advanced technical support, implementation, and optimisation of the Workforce Development Trust's digital learning platforms and offerings. This includes acting as the technical lead for learning systems, supporting platform enhancements, and managing complex client implementations and migration projects.

The post holder will supervise the LMS Administrator, act as an escalation point for the support team, and work closely with internal stakeholders and external clients to ensure the successful delivery of eLearning solutions.

Our current Digital Learning Solutions include:

- **Moodle Workplace** (Skills for Health eLearning)

## Key responsibilities

### Technical Support & System Administration

- Act as a second and third-line escalation point for technical issues across our learning platforms.
- Provide daily operational support for Moodle Workplace systems.
- Manage and maintain system integrations (SCORM, AICC, xAPI, etc.).
- Perform LMS configuration, testing, upgrades, and troubleshooting.
- Maintain client sites including user roles, enrolments, hierarchies, and content libraries.
- Collaborate with 1st line support agents to improve issue resolution and documentation.
- Assist with the onboarding and testing of new eLearning content.
- Develop and maintain process documentation, user guides, and training materials.

### Client Implementation & Project Management

- Lead the delivery of client onboarding, configuration, and migration projects.
- Analyse client learning requirements and recommend optimal LMS configurations.
- Run client discovery workshops, training sessions, and implementation meetings.
- Configure Moodle Workplace platforms for both single and multi-tenant clients.
- Act as the primary point of contact during implementation and migration phases.
- Ensure all projects are delivered to agreed timelines, budgets, and quality standards.
- Provide pre-sales support including technical input, client demonstrations, and scoping workshops.

### Leadership & Supervision

- Supervise and manage the workload of the LMS Administrator.
- Provide mentoring and guidance to other staff to support development and improve team capability.
- Support team managers in developing and maintaining onboarding, implementation, and support processes.
- Deliver internal product training to staff across departments to ensure knowledge consistency.

## Reporting & Continuous Improvement

- Generate and analyse system usage, support, and performance reports for internal and client use.
- Monitor project delivery and flag risks or concerns to management before issues arise.
- Identify opportunities to improve services, documentation, and system efficiency.
- Contribute to the development of standard operating procedures.

## Essential Skills & Experience

- Proven experience in an LMS Administrator or Senior LMS Administrator role.
- Strong working knowledge of Moodle Workplace and/or Totara LMS.
- Solid understanding of eLearning standards and protocols (SCORM, xAPI, AICC).
- Experience with LMS implementations, LMS migrations, project management, and stakeholder engagement.
- Ability to diagnose and resolve complex technical issues with minimal supervision.
- Excellent communication, time management, and stakeholder engagement skills.
- Experience producing documentation and delivering user training, both in-person and remotely.

## Person specification

Criteria	Essential	Desirable
<b>Education and qualifications</b>		
Degree or equivalent qualifications experience	<b>x</b>	
<b>Knowledge</b>		
Knowledge of LMS solutions to an advance level	<b>x</b>	
Knowledge of Moodle to an intermediate level		<b>x</b>
Knowledge of Moodle to an advanced level		<b>x</b>
Knowledge of Totara to an intermediate level		<b>x</b>
Knowledge of training / education theory		<b>x</b>

Knowledge of Microsoft Excel to intermediate level		<b>x</b>
Knowledge of project management principles	<b>x</b>	
Knowledge of NHS structures / processes		<b>x</b>
Knowledge of L&D training approaches and policies		<b>x</b>
<b>Experiences</b>		
Experience of implementing a Moodle based multi-Tenancy system		<b>x</b>
Experience of learning management systems (LMS)	<b>x</b>	
Experience of configuring and designing complex systems	<b>x</b>	
Experience of implementing system for clients	<b>x</b>	
Experience of developing expert system knowledge.	<b>x</b>	
Experience of providing technical support to clients	<b>x</b>	
Experience of project management	<b>x</b>	
Experience of building effective working relationships with stakeholders and others	<b>x</b>	
Experience of delivering training via webinars and face to face.		<b>x</b>
<b>Skills and abilities</b>		
Good presentation skills	<b>x</b>	
Ability to interact and communicate professionally with colleagues and clients at all levels to build and maintain positive working relations	<b>x</b>	
Ability to effectively communicate complex information to staff / customers	<b>x</b>	
Understanding/experience of learning needs analysis in an operational context (establishing with Clients their training and development needs in the context of eLearning)		<b>x</b>
Ability to deal with competing timescales across different workstreams (dealing with multiple clients concurrently)	<b>x</b>	

<b>Other</b>		
Ability to travel within the UK with occasional overnight stays		<b>x</b>

## Job Description Completion

<b>Name</b>	Alice Bryan
<b>Job title</b>	Client Services Team Manager
<b>Department</b>	Learning Solutions
<b>Date</b>	13 <sup>th</sup> May 2025

All job descriptions are subject to review. All post holders are expected to be flexible and prepared to carry out any similar or related duties that do not fall within the work outlined. The line manager, in consultation with the post holder will undertake any review.

## Safeguarding

The Workforce Development Trust Ltd are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expect all employees to share this commitment.

## Equal Opportunities

The Workforce Development Trust Ltd are committed to eliminating unlawful discrimination and promoting equality of opportunity. Every employee has a personal responsibility to:

- Ensure their behaviour is not discriminatory.
- Does not cause offence.
- To challenge the inappropriate behaviours of others.
- Adhere to the Equal Opportunities policy.

## Health and Safety

Under the provisions contained in the Health and Safety at Work Act (1974), it is the duty of every employer to:

- Take reasonable care of themselves and for others at work.
- To co-operate with The Workforce Development Trust Ltd as far as is necessary to enable them to carry out their legal duty.
- Not to intentionally or recklessly interfere with anything provided, including personal protective equipment for Health and Safety or welfare at work.

The Workforce Development Trust Ltd will take all reasonable practical steps to ensure your health, safety, and welfare whilst at work. If employed, you must familiarise yourself with the Health and Safety policy and Fire Safety rules. It will be your legal duty to take care of your own health as well as that of your colleagues.

## Confidentiality

Within this role there will be a need to use or be party to confidential information. The employee may not disclose any information of a confidential nature relating to The Workforce Development Trust Ltd or in respect of which The Workforce Development Trust Ltd has an obligation of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or required by law.

The unauthorised use or disclosure of personal information no matter whether in verbal, written, or electronic format, or through negligence, is regarded as misconduct. Employees are expected to act with integrity both inside and outside the workplace.

## Data Protection

If you apply for a position with the Workforce Development Trust, we will use the information you provide to assist in the recruitment and selection process. Under GDPR, the general information that you supply about yourself is known as your personal data and information about any criminal convictions, ethnic origin, and health, amongst other things, is referred to as 'sensitive personal data'.

The Workforce Development Trust takes the security of your data seriously, and will not share your data with third parties, unless your application for employment is successful and it makes you an offer of employment. The Workforce Development Trust will then share your data with former employers to obtain references for you, employment background check providers to obtain necessary background checks and, where necessary, the Disclosure and Barring Service to obtain necessary criminal records checks. The Company has a legitimate interest in processing personal data during the recruitment process and for keeping records of the process. Processing data from job applicants allows the Workforce Development Trust to manage the recruitment process, assess and confirm a candidate's suitability for employment and decide to whom to offer a job. The Workforce Development Trust may also need to process data from job applicants to respond to and defend against legal claims.

Your information may be shared internally for the purposes of the recruitment exercise. This includes members of the HR team, interviewers involved in the recruitment process, managers in the business area with a vacancy and IT staff if

access to the data is deemed necessary. We will hold details of all applicants until the post applied for is filled. After which, if the candidate is unsuccessful, all documents held will be confidentially disposed of, both electronically and physically. Data will not be held for any longer 3 months of receiving an application. At the end of that period, your data will be deleted or destroyed. If you wish for your data to be destroyed before this period, you may contact the HR department and request for your data to be deleted. If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personnel file and retained during your employment.

## Other Employment

You may not without prior permission in writing of The Workforce Development Trust Ltd, be employed or otherwise engaged in any other business, trade, or profession, either directly or indirectly in any capacity whatsoever.





**The  
Workforce  
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Skills for  
**Health**

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