



**The
Workforce
Development
Trust**

Learning Management Systems Administrator

Job description

Job Title	LMS Administrator
Department	Learning Solutions
Reports to	Alice Bryan – Client Services Team Manager
Location	Bristol Office, with hybrid working available
Pay Scale	£27,000- £32,903 per annum
Contract	Permanent
Hours	Full time 37.5 hours 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

As part of the Learning Solutions department, you will be responsible for the day-to-day support of the WDT Digital Learning Solutions. You will support the implementation, delivery, and ongoing maintenance of our digital learning systems and services.

Our Digital Learning Solutions include:

- Moodle WorkPlaces eLearning platform (Skills for Health E-Learning)

Occasional UK travel may be required.

Key responsibilities

Operational support

- Provide day-to-day technical and administrative support for the Digital Learning systems.
- Support clients, internal teams, and 1st line agents via the Helpdesk system.
- Act as second-line support for escalated digital learning queries.
- Support the Implementation Lead with client onboarding and solution rollout.
- Set up and configure new client environments on Moodle Workplace.
- Manage content interfaces (e.g. SCORM Connectors), test new content, and onboard partner-provided content.
- Maintain and manage the course library and content repository.
- Generate and analyse internal system and client usage reports.
- Contribute to continual service improvement by refining internal processes and documentation.
- Develop and maintain user documentation, including client-facing guides and internal support materials.
- Work closely with the Client Services Team and service users to ensure smooth platform operations and excellent customer experience.
- Create and maintain user-facing support materials and internal process documentation, including "how-to" guides and knowledge base articles.
- Manage client and learner data in line with information governance, data protection policies, and GDPR.

Client Onboarding and Migration

- Support the structured onboarding of new clients, ensuring accurate setup of users, departments, and learning pathways.
- Migrate clients from legacy platforms or shared tenants to dedicated environments, ensuring seamless data transfer and minimal disruption.
- Collaborate with technical and project teams to validate configuration and content post-migration.
- Contribute to the migration of clients between platforms, ensuring data integrity and continuity of service.

Person specification

Criteria	Essential	Desirable
Education and qualifications		
Degree or equivalent qualifications experience		x

Knowledge		
Knowledge of Moodle to an intermediate level	x	
Knowledge of Moodle WorkPlaces to an intermediate level		x
Knowledge of Learning Management Systems (LMS) to an intermediate level	x	
Knowledge of eLearning technical standards e.g. SCORM		x
Knowledge of project management principles		x
Knowledge of Microsoft Excel to intermediate level		x
Experiences		
Experience of managing a Moodle based system	x	
Experience of managing a Moodle WorkPlaces based system		x
Experience of managing Learning Management Systems (LMS)	x	
Experience of providing advance support to customers	x	
Experience of troubleshooting and problem-solving	x	
Experience of working in a client support role	x	
Experience of building effective working relationships with stakeholders and others	x	
Skills and abilities		
Ability to effectively communicate complex information to staff/customers	x	
Ability to deal with competing timescales across different workstreams (dealing with multiple clients concurrently)	x	
In fulfilling the duties of the post, the post holder will work within WDT policies and procedures	x	

Job Description Completion

Name	Alice Bryan
Job title	Client Services Team Manager
Department	Learning Solutions
Date	05/08/2025

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'.

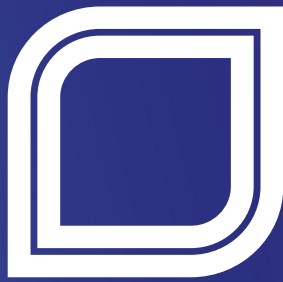
The Workforce Development Trust takes the security of your data seriously, and will not share your data with third parties, unless your application for employment is successful and it makes you an offer of employment. The Workforce Development Trust will then share your data with former employers to 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
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