![RCoA - Royal College of Anaesthetists]

Lifelong Learning System and Service Desk Coordinator

Directorate: Education, Training and Examinations

Reports to: Assessment and Quality Data Manager

Grade: 5

1.1   Job purpose

The purpose of this role is to coordinate the management and continuous development of the College Lifelong Learning Platform; which requires regular communication and liaison with the external developer/supplier for system improvements and resolution of any issues.

This role will also provide service desk support to internal and external users of the platform by administering the platform and enabling the effective maintenance of anaesthetic training, revalidation and professional development records. This involves liaising directly with Anaesthetists and external organisations, in conjunction with members of the Training team and the relevant College Officers.

In addition, this role involves the provision of secretarial support to an allied committee.

This position delivers a key service, which is highly valued by the College's fellows and members and as a 'front-line' role, requires the incumbent to maintain a comprehensive knowledge of the system and associated processes involved.

1.2   Key tasks and responsibilities

System and Service Desk Support – Lifelong Learning Platform

- Manage the helpdesk function and provide support and guidance to internal and external stakeholders, including answering queries and proactive assistance with any software problems
- Produce and deliver presentations and demonstrations in using the Lifelong Learning Platform, including attendance at external events
- Create and maintain Lifelong Learning Platform training documents including guidance aids, presentations videos and website content
- Create, maintain and archive all accounts for new and existing users where appropriate, following established processes and ensuring accuracy
- Maintain training records in the relevant systems and manage appropriate protocols effectively
- Ensure the Lifelong Learning section of the College website remains current
- Coordinate 'User Acceptance Testing' on any new system developments, providing support to colleagues and external participating users to ensure the formal testing and smooth implementation of any changes to the LLP
- Maintain an accurate list of requests logged in the service desk system, including assigning calls to the appropriate support staff and engineers
- Log defects on the service desk system, ensuring the list of defects remains up to date and is prioritised accurately
- Ensure the Training team are aware of any issues resulting from a fault of the system
- Develop and maintain a knowledge base for the Lifelong Learning Platform and support the Training team in using this resource

- Identify opportunities to improve support processes

Liaison with the System's IT Provider and Reporting
- Identify and log all system faults/issues and ensure these are updated in a timely fashion on the service desk system for the benefit of the wider Training team in responding to user queries
- Ensure faults are reported to the IT provider through their service desk system and are prioritised accurately
- Liaise with the IT provider to ensure a timely resolution on outstanding system faults/issues
- Maintain regular communication with the IT provider for general updates on progress or issues
- Update the Assessment and Quality Data Manager regarding ongoing issues, escalating complex issues, where appropriate
- Provide monthly reports on service desk statistics (number of calls received, faults logged, faults resolved etc.) in an easily digestible format for review by the Head of Training and the Assessment and Quality Data Manager
- Use ticket tracking to document problems and their solutions and assist in analysis of that data to improve performance and training, thereby enhancing the user experience
- Capture requests for change and enquiries from all key stakeholders, providing the interface between users, User Group members, the IT provider and other stakeholders
- Participate in regular meetings with the Assessment and Quality Data Manager to discuss requests for changes logged on the service desk system and make recommendations for future development
- Convey requirements to IT provider to support development work and to ensure that the requirements are met

Committee Support / Stakeholder Support
- Develop and coordinate communications of updates for the Lifelong Learning Platform
- Respond to the Lifelong Learning Platform Regional Leads on any queries or issues encountered pre and post launch of new developments, as well as existing functionality
- Work with external stakeholders to create video and written guidance on the Lifelong Learning Platform
- Provide secretarial support to the allied Committee and its Chairperson, including drafting agendas, preparing papers, coordinating logistical arrangements, taking and reporting minutes, coordinating follow-up actions and processing all general correspondence for the Committee

1.3 Qualifications, skills, knowledge and experience

- Strong understanding of online learner management systems
- Understanding of the Agile (Scrum) and Waterfall frameworks and database design, user experience design, service desk (ITIL) processes and working with third party development partners
- Experience of working in a help-desk environment
- Experience of delivering presentations and interactive workshops and speaking to groups of people
- Excellent organisational, IT and communication skills, both written and verbal
- Experience of providing secretarial support to formal committees, including minute taking
- Ability to maintain a comprehensive knowledge of all respective College systems and associated processes involved
- Educated to degree level, or equivalent experience

Desirable:

- A general understanding of database structures and the underlying technologies of web based applications
- Experience in using reporting tools and Service Management Systems
- Experience in a customer service role will also be advantageous, especially in dealing with difficult queries/situations

1.4   Core Competencies

These competencies will help you understand and deliver the high performance required for this role at the College. These performance standards and behaviours will be assessed during the interview process and developed through the appraisal process.

VALUE: EXPERT
COMPETENCY: Empathy with the College and its business
DESCRIPTION: Understands the fundamentals of what the College does, its mission, vision, values and culture. Uses this information to grow and develop the College and its people

Support & Delivery
• Applies knowledge of business to day-to-day activities • Understands team function and how it fits in overall College • Develops a team spirit • Applies a "can do" approach • Understands impact of own role on wider College functions (and vice versa)
Management
• Applies their professional expertise to the College • Thinks commercially • Acts as a College ambassador • Delegates fully and effectively • Develops, motivates and engages teams and individuals • Plans resources effectively • Leads by example
Strategic Leadership
• Champions key direction and strategy • Encourages and demonstrates entrepreneurialism and cross-College working • Encourages a high-performance culture • Understands impact of external changes on the College

VALUE: INCLUSIVE
COMPETENCY: Collaboration and Communication
DESCRIPTION: Works collaboratively and co-operatively with colleagues to get the job done and responds positively to change. Communicates widely and effectively. Appreciates diversity and equal opportunities for all.

Support & Delivery
• Is a team player, open to others' views • Adapts communication style to situation • Keeps others informed and updated • Willing to give and receive feedback • Listens and responds effectively • Values different perspectives

Management
• Communicates effectively and openly, ensuring key messages are cascaded and everyone's views are heard
• Works with peers to influence effectively and consistently
• Deals with conflict between individuals and teams
• Works with partners to enhance the reputation of the College
• Ensures transparency and credibility
• Networks appropriately
• Ensures and enables an inclusive culture
Strategic Leadership
• Articulates a shared vision
• Presents in an engaging manner
• Ensures conflict and risk is mitigated
• Champions diversity and values

VALUE: POSITIVE
COMPETENCY: Customer Focus
DESCRIPTION: Builds relationships with customers by understanding, anticipating and responding to their needs. Takes responsibility to complete work in order to exceed expectations.

Support & Delivery
• Answers phones in a timely way
• Understands customer needs, stresses and pressures
• Understands impact of own actions
• Manages own time
• Meets and exceeds targets
• Does what they say they'll do
• Makes recommendations for improvements
Management
• Future-proofs
• Builds relationships
• Equips others to deal with customers
• Sets targets, ensuring they are met
• Ensures customer is aware of relevant College services and products
• Uses knowledge and expertise to ensure customer satisfaction
• Plans for the future to improve services
Strategic Leadership
• Knows competitors
• Addresses external conflict
• Focusses on the long-term
• Is aware of changes and impact on others
• Overcomes barriers to improvement
• Manages risk

VALUE: FORWARD-THINKING
COMPETENCY: Conceptual Flexibility
DESCRIPTION: Takes the initiative and thinks flexibly and innovatively in order to propose solutions and deal with ambiguity. Builds trust and credibility through self-awareness.

Support & Delivery
• Acknowledges success and failure and learns from them

• Works on own initiative and finds better ways of doing things
• Acknowledges problems and suggests solutions
• Remains open-minded
• Adjusts to changing needs
• Is aware of self and others
• Contributes and adds value to operational plans

Management
• Encourages others to find solutions
• Creates an open forum for innovation
• Implements operational plans and manages risks
• Realises when things are going wrong and fixes them
• Maintains personal credibility

Strategic Leadership
• Approaches issues with fluidity and flexibility
• Makes improvements at a corporate level
• Implements solutions at a strategic level
• Welcomes innovation from colleagues and empowers them
• Challenges the status quo

VALUE: AMBITIOUS
COMPETENCY: Shared Vision
DESCRIPTION: Acts quickly and decisively, seizing opportunities and adding value.

Support & Delivery
• Sets personal objectives which meet operational and strategic plans
• Adapts to changing priorities
• Analyses problems and resolves them
• Understands the impact of operational plans on own role
• Deals with colleagues fairly and consistently
• Keeps focused in the light of changing priorities
• Sets high personal standards

Management
• Puts operational plans into action
• Isn't afraid to make decisions
• Ensures right people, right time, right place
• Identifies new opportunities

Strategic Leadership
• Defines corporate vision and values
• Handles all matters with sensitivity
• Scans the horizon
• Develops strategy, taking into account all external drivers

Signature: ....

Name: ....

Date: ....