![Royal College of Emergency Medicine logo]

Role Profile:	eLearning Administrator
Responsible to:	eLearning Manager
Key working relationships:	eLearning Manager, Editorial Assistant, College Officers, Chief Executive and other office staff, College Members and Fellow, relevant staff from other Colleges, commercial organisations.
Grade:	H
Contract:	Permanent

Job Purpose:

RCEMLearning, The Royal College of Emergency Medicine's (RCEM) elearning platform, is a key member benefit and a world-renowned digital learning resource for Emergency Medicine (EM). This role will support the eLearning Manager and Editorial Assistant to underpin the site's core functions – including maintaining and improving user experience, coordinating social media activity, administering the CPD diary and App, and collating data for learning analytics and quality assurance reports – to maintain RCEM Learning's status.

Key Responsibilities:

- Responsible for ensuring user experience is maintained to a high level, especially for access queries and account settings. This includes managing the RCEMLearning inboxes and quality assuring links to linked platforms.
- Responsible for ensuring data about new members and debtors is quickly embedded onto RCEMLearning's data architecture.
- To conduct daily reviews of user feedback to ensure comments are fed into social media activity or editorial review processes and negative comments are escalated as required.
- To coordinate social media activity, with an emphasis on Instagram and Twitter. Duties include scheduling posts, identifying content to push, and monitoring user interaction.
- Responsible for administering the CPD diary and App, including resolving issues received via user feedback and undertaking marketing/outreach activities when required.
- To conduct content audits to ensure the technological and educational integrity of RCEMLearning is maintained.
- Responsible for aggregating data from multiple points to ensure the site's learning analytics are up to date and accurate
- To collate reports to ensure quality assurance standards for content, processes and user management are maintained

- To work closely with the eLearning Manager and Editorial Assistant on reporting functions, quality assurance audits, and ad hoc duties to ensure RCEMLearning's status as a key member benefit is maintained
- Arrange for appropriate archiving and destruction in accordance with data protection legislations

COLLEGE POLICIES AND PROCEDURES
The post holder is expected to follow all College policies and procedures including those covered in the College HR manual.

CONFIDENTIALITY
All employees are under an obligation to ensure that any information that he or she has access to, relating to RCEM business is kept confidential.

HEALTH AND SAFETY
Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.

COLLEGE VALUES

Reliability
Ensuring our stakeholders receive a dependable, effective and efficient service.

Required behaviours:
- Ensuring the continuity of services during absences
- Providing information and material on time: keeping our promises
- Ensuring work has been completed to the right standard
- Being clear about our requirements and the regulations that guide our work

Communication
Communicating internally and externally in a proactive way.

Required behaviours:
- We are open, approachable and encourage communication
- Updating stakeholders through regular sharing across the range of our activities internally and externally
- Communicating our strategy so that our stakeholders understand what we are aiming for
- Our communications are straight forwards, helpful, clear and concise
- Listening to the views of others to understand individual needs and requirements

Respect
Treating our stakeholders and colleagues with respect.

Required behaviours:
- Appreciating and valuing the work and contribution of others
- Respecting the opinions and views of others
- Trusting each other to do the right thing
- Dealing with colleagues and stakeholders professionally
- Demonstrating that respect in the way in which we communicate

Excellence

Enabling high standards of work to be maintained.

Required behaviours:
- Providing an accurate and responsive service
- Routing stakeholders quickly to the right contact point to deal with any questions
- Setting and communicating clear objectives and timescales for our work
- Measuring our performance against our standards
- Working to the best of our abilities and seeking opportunities for continuous improvement

Equality

Treating all stakeholders internally and externally fairly.

RISK MANAGEMENT

All staff have a responsibility to identify risks and report these to their line manager. In addition to report all accidents or incidents promptly and when requested to co-operate with any investigation undertaken.

EQUAL OPPORTUNITIES

The RCEM is committed to its equal opportunities policy and it is the duty of every employee to comply with the detail and spirit of the policy.

ADDITIONAL INFORMATION

This role profile is intended to provide a broad outline of duties that may be required and is not intended to be exhaustive. It is subject to review and amendment in consultation with the post holder in order to reflect changes in the pattern, organisation and development of the services required.

Person Specification

Essential	Desirable
Practical Experience • Experience of administration, preferably within a medical education/postgraduate environment • Demonstrable experience of working collaboratively with a multi- located team • Experience of managing data and social media activity from web-based sources	• Familiar with key and emerging trends in eLearning
Skills • Ability to produce reports for academic audiences • Ability to prioritise and work to tight deadlines when under pressure • Mange own workload • Attention to detail • Excellent written and verbal communication skills	• Ability to interrogate web sites and provide overviews of learning analytics
Knowledge • A Levels or equivalent • Good IT skills in Microsoft Office Word, Excel and PowerPoint Administrative skills in minute taking, meeting organisations, agenda setting, and committee support work	• eLearning qualification • Ability to motivate others to perform to deadlines by using influencing skills • Experience of running and monitoring social media in an academic context
Personal qualities • Commitment to uploading the College Values • Able to work with minimal supervision • Initiative, self-motivated and innovative • Team player • Professional manner and appearance • Ability to work independently • A commitment to maintain high customer care standards	