BritishRedCross

DIGITAL LEARNING MANAGER

Job Level	Level 4	Kornferry Function	HRB15
Directorate	ISD	Function/Service	Learning and Development
Direct Reports	1-2	Indirect Reports	0

The Leadership and Management of our people is critical to us as an organisation. The responsibilities and expectations of Leaders and Managers at this level can be found in Our Leadership Framework - RedRoom.

Our Leadership Framework defines the leadership standards we want to see at the British Red Cross. It shows what great leadership looks like. Our goal is to create a great workplace and deliver excellent services to our users. Our Leadership Framework - RedRoom, along with Our values and behaviours - RedRoom and Fundamental Principles, helps everyone understand how the leadership capabilities relate to their role and context.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness. You can read more about Equity, Diversity & Inclusion (EDI) at the British Red Cross - RedRoom here.

Purpose	The Digital Learning Manager is responsible for the technical administration and optimisation of the Cornerstone Learning Management System (LMS), ensuring it delivers a seamless and engaging learning experience for staff and volunteers. This includes day-to-day management of the LMS, such as configuring the system, maintaining content structure, managing workflows, and resolving issues promptly.		
	The role focuses on improving how learning content is organised and presented, making it easier for users to find and complete learning, and ensuring alignment with organisational needs. The post holder will champion confidence in the LMS by driving evidence-based improvements and promoting best practice in system use. They will also lead and deliver digital learning projects that enhance the LMS and its functionality, while collaborating closely with the Product Owner to ensure system capabilities support the product roadmap. Additionally, they will manage the Learning Operations Specialist and oversee learning administration processes to ensure operational excellence.		
Budgetary responsibility/ accountability	NA	Accountability for other resources	NA
Key Responsibilities (max 4 headings, with a max of 6 bullets per heading)	**Manage and optimise the LMS** • Oversee day-to-day LMS operations to ensure smooth delivery of learning. • Organise and maintain content structure for easy navigation and discoverability. • Configure learning assignments, curricula, and workflows to support organisational needs. • Monitor usage and identify opportunities for improvement. • Collaborate with the Product Owner on feature releases and roadmap alignment. • Ensure compliance with accessibility and usability standards.		

Enhance learner experience and content visibility

- Improve LMS navigation and homepage layout to make learning easy to access.
- Ensure content is clearly organised and tagged for better discoverability.
- Provide guidance and share best practice with embedded teams and L&D colleagues to help them use the LMS effectively for their needs, fostering confidence in the system
- Monitor learner feedback and usage data to identify improvements.
- Implement features and settings that enhance engagement and accessibility.
- Ensure the LMS integrates effectively with wider digital infrastructure and tools to support a cohesive learning experience.

Deliver digital learning projects
- Lead projects that enhance the LMS to improve the learning experience and content accessibility.
- Plan and manage timelines, resources, and risks to ensure successful delivery.
- Work collaboratively with stakeholders to define requirements and outcomes for learning-related improvements.
- Identify and implement opportunities for automation and process improvement as part of project delivery.
- Monitor progress and report on impact and improvements.
- Drive continuous improvement through feedback and data insights.

Manage and support learning operations
- Line manage the Learning Operations Specialist, providing clear objectives, professional development opportunities, and support for wellbeing.
- Carry out some learning administration tasks and inbox management alongside the team.
- Oversee and continuously improve learning administration processes to ensure efficiency and accuracy.
- Identify opportunities for automation and process simplification to enhance service delivery.
- Provide advice and guidance to colleagues on effective use of the LMS and digital learning approaches.
- Work collaboratively with the wider L&D team to ensure digital learning supports organisational priorities.

The responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.

Knowledge & Skills *Mark Essential with a * (max 6*) Desirable max 3*	- Expert knowledge of Cornerstone LMS administration and configuration, including assignments, curricula, and workflows.* - Ability to analyse data and produce reports to inform decisions and measure impact, including usage, completion, and feedback trends.* - Strong stakeholder engagement and communication skills, with the ability to influence and collaborate effectively across teams.* - Proven project management capability, including planning, scheduling, and risk management for digital learning initiatives.* - Effective people management and coaching skills to lead, develop, and support team members.* - Understanding of user experience principles for content discoverability (navigation, homepage design, taxonomy), with basic HTML/CSS skills for portal and page edits.* - Knowledge of accessibility and inclusive design standards (e.g., WCAG) and usability best practice.

	• Familiarity with process improvement and automation techniques, such as Lean methodologies and workflow optimisation. • Awareness of Cornerstone's Skills framework and its application in learning strategies.
Experience *Mark Essential with a * (max 6*)* *Desirable max 3*	• Proven experience administering and configuring Cornerstone LMS, ensuring robust day-to-day operations.* • Track record of delivering digital learning projects with clear outcomes, managing multiple initiatives concurrently.* • Experience using data and learner feedback to drive continuous improvement and report on impact.* • Demonstrated ability to manage learning operations and improve administrative processes for efficiency and accuracy.* • Experience in line management, including setting objectives, supporting development, and promoting wellbeing.* • Ability to engage and influence stakeholders to define requirements and deliver roadmap-aligned enhancements.* • Practical experience applying HTML/CSS to optimise LMS portals, pages, and widgets for improved usability and discoverability. • Experience implementing workflow automation or system enhancements, such as migrating learning administration processes into platforms like ServiceNow. • Experience leading adoption and engagement initiatives, including rollout communications and strategies to increase completion rates and accessibility.
Additional requirements	• Ability to travel and attend team meetings in person on at least a quarterly basis.

Pre Engagement Checks Highlight bold as required	
DBS- England & Wales	Adult/ Child/ Adult & Child Workforce/None
PVG- Scotland	Adult/ Child/ Adult & Child/ None
Access NI- Northern Ireland	Vulnerable Adult/ Child/ Vulnerable Adult & Child/None
Driver Check	Yes/No
International Roles Only	
International Police Check	Yes/No
International Driving Licence for manual cars	Yes/No

Role Reference		**Review Date**	

We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act), who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.