# Job Description
## Academy Digital Coordinator

## Job Details

| | |
|---|---|
| **Job title** | Academy Digital Coordinator |
| **Job purpose** | To own the day-to-day operation and continuous development of the Academy learning management system and digital hosting capability, ensuring learners have a reliable, accessible digital learning experience. |
| **Job location** | Office Based (hybrid working option available) |
| **Reports to** | Director of Academy & Advisory |

## Dimensions

| | | | |
|---|---|---|---|
| **Line management** | Yes ☐<br>No ☒ | **Budget holder** | Yes ☐<br>No ☒ |

## Job Purpose

| | |
|---|---|
| **Core responsibilities** | + Act as principal Academy administrator and operational owner for the learning management system (LMS), maintaining configuration of the catalogue, pathways, enrolments, permissions, notifications, certificates and learner records.<br>+ Coordinate development of UKAS digital hosting capabilities, translating Academy priorities and learner needs into requirements, release plans and an improvement backlog.<br>+ Coordinate future integrations and data flows with relevant UKAS systems, working with system owners to protect data quality, security and the learner experience.<br>+ Manage operational relationships with LMS, hosting, authoring-tool and digital-learning suppliers, monitoring service delivery and supporting licensing, renewals and value-for-money reviews.<br>+ Manage the end-to-end publication process for digital learning alongside content team, including file preparation, metadata, version control, testing, approval, release, withdrawal and archiving.<br>+ Lead user acceptance testing for platform changes and releases; maintain test scripts, issue logs, release notes and operational documentation.<br>+ Ensure digital learning is published in line with accessibility, information security, privacy, retention, copyright and UKAS brand requirements. |

| | |
|---|---|
| | + Build and quality-check learner journeys/pathways for individuals and organisations, including onboarding, navigation, access, completion, certification.<br>+ Own first-line triage of LMS and digital-learning issues, resolving routine incidents and coordinating escalation with Technology, suppliers and internal teams.<br>+ Maintain platform data and dashboards.<br>+ Use learner feedback, analytics and service data to identify friction points and recommend evidence-based improvements.<br>+ Create user guidance, administrator procedures, FAQs and short training for Academy colleagues, subject-matter experts and internal users. |
| **Non-Core responsibilities** | + Contribute to Academy planning, risk management, continuous improvement and cross-functional projects.<br>+ Work within UKAS governance, impartiality, information security, data protection, accessibility, procurement and brand requirements.<br>+ Undertake ad hoc duties and tasks appropriate to the role, as required. |

| | | | |
|---|---|---|---|
| **Signature of job holder:** | | | |
| **Name:** | | **Date:** | |