Role Profile

Role Title	**Senior Learning Content Specialist**
Role (Job) ID	
Directorate	People
Reports to	Learning & Development Manager
Role type	☐ Permanent ☒ Fixed Term ☐ Secondment ☐ Contract
Line Manager responsibilities (Yes/No)	☐ Yes ☒ No
Level	17
Location	2 Thomas More Square, London.
Organisational Context	Pay.UK is the UK's leading retail payment authority, developing best in class infrastructure, standards and payment operations for the benefit of UK citizens everywhere. Our business enables a vibrant UK economy by ensuring greater access to payments, driving competition for end user needs such as better service, lower risk and greater value from payments. Every day, people and businesses use our services to get their salaries, pay their bills and make online and mobile banking payments. To consumers our operations are ubiquitous; our services are everywhere; robust, resilient and ready to move payments from payer to payee quickly or controlled, tenanted or untenanted, according to market needs.

We are currently unifying all of the retail payment operations and talent into a single co-ordinated organisation with a primary focus on positive outcomes for end users. From this basis we will modernise the UK's retail payments infrastructure, develop new overlay services and build a world-leading payments platform which is fit for the future. We have a once in a generation opportunity to transform payments for the benefit of people everywhere.

Developing an organisation to achieve these goals is a fundamental step to achieving success. |

	Directorate: The People Directorate is responsible for the management of permanent and non-permanent resources, overseeing a talent pipeline, performance management and development, people operations, compensation and culture. The People Directorate facilitates a collaborative and innovative culture with Pay.UK to support its objective to become an aspirational place to work. It delivers a proactive, business centric HR Service rooted in analytics and in line with best practice.
Summary of Role	Engage with stakeholders and subject matter experts across the business to determine specific learning needs and develop digital learning content. Create and curate learning programmes. Develop the organisation's onboarding programme. Deploy and maintain content, ensuring ease of access and validity of information. Implement a knowledge management framework. Report on usage and utility of developed content through monitoring usage and engaging with stakeholders.
Commitment and time period	☒ Full time ☐ Part time 100 FTE (%) Time period: 12 months
Internal & External Interactions	• Pay.UK Directorates • 3rd party learning content / learning technology suppliers
Accountabilities	Principal Accountabilities • Establish content development practices and processes in collaboration with Learning & Development Manager. • Design and implement a knowledge management framework. • Engage with internal stakeholders and subject matter experts to determine specific learning needs. • Create and manage a content development roadmap. • Develop an Onboarding programme for Pay.UK.

	• Align content development requirements to Pay.UK's competencies.
	• Develop digital learning content that is graphical and video-based.
	• Curate learning plans using a blend of developed content and content sourced from content libraries and trusted web sources.
	• Engage with 3rd party suppliers to support the development of content and procurement of content libraries.
	• Deploy and maintain content ensuring a good user experience and validity of information.
	• Administer reporting on the usage and utility of developed content.
	Other Obligations
	• Ensure that policies and procedures are followed.
	• Comply and / or ensure compliance with Pay.UK Data Protection policy, processes and all relevant legislation. This includes maintaining team specific retention schedules, records of data processing and ensuring that any data protection risks are identified, communicated and mitigating actions put in place.
	• Maintain effective communication on data protection compliance with the CPO and DPO as appropriate.
	• Identify section specific data protection risks, and mitigating actions, communicating these to the CPO and DPO without delay.
	• When aware, communicate, in confidence, to the CPO and / DPO, data protection risks likely to impact the organisation as a whole.
Knowledge and Experience	• Knowledge of Onboarding programme best practices.
	• Experience in applying instructional design methodologies (ADDIE, SAM, 6Ds).
	• Experience in implementing knowledge management frameworks and systems.
	• Experience in establishing content development practices and processes.
	• Experience in consulting with stakeholders and subject matter experts to

	determine learning needs. • Experience in designing and developing digital learning content (graphical and video-based).
Specific Skills	• Instructional design • Graphic design • Video production • Project management • Creative writing and oral communications skills • Consulting and stakeholder management skills • Organised and pragmatic approach to planning and delivery
Qualifications and Training	• Relevant work experience in the L&D field.

We have made every effort to accurately describe the role. Where possible we have given an indication of anticipated internal and external interactions, key accountabilities, knowledge, qualifications and experience we believe [the successful candidate][our colleagues] should possess. [During this interview we can also indicate, where possible, the specific skills, training and competencies we believe the successful candidate must demonstrate].

As Bacs, C&CCC, FPS and UKPA are brought together, our organisational design will continue to develop. Over time the expectations of this role may therefore change. We would expect and encourage [the successful candidate][our colleagues] to keep an open mind, exercising judgement, flexibility and a 'can-do' attitude wherever possible.

Please also note that whilst TOM 2.0 is about cross skilling, and therefore role profiles are necessarily generic, we fully acknowledge that in practice the expertise of colleagues may be focussed on specific schemes or managed services. Whilst it is right that we aspire in TOM 2.0 to achieve a greater degree of cross skilling, we will be reasonable around how we achieve this, and colleagues will not necessarily be expected to become expert in every scheme and managed service.

Confirmation

I confirm ☐ my understanding and ☐ my agreement to the above job description.

Signed: _____

Date: _____

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Version Control

Document Owner	People Directorate			
Version number	0.2			
Governance	Draft:	Review:	Approve:	Approval Date:
Review Frequency			Next review date:	
Document reference				