

JOB DESCRIPTION



Job Title: Digital Education Lead (Platforms and Training)

Department: Education Services

Faculty/Central Service: Central Services

Location: London

Reports to: Head of Digital Education

Full Time/Part Time/Casual: Full-time

Grade: Grade 5

Overall Purpose of the job:

The Digital Education Lead is a member of the central Digital Education team in Education Services. The post-holder plays a key role in supporting the Head of Digital Education and coordinating activity across the Faculty Digital Education Managers to ensure consistent, effective, and sustainable digital learning practices across LSHTM.

This role focuses on pan-LSHTM projects, system support, and capability building. The role holder delivers high-quality student and staff training and user support, leads on aspects of system development and roll-out, and ensures that issues raised via the Digital Education helpdesk are addressed in a timely, user-centred manner.

General Information

The London School of Hygiene & Tropical Medicine (LSHTM) is one of the world's leading public health universities.

Our mission is to improve health and health equity in the UK and worldwide; working in partnership to achieve excellence in public and global health research, education and translation of knowledge into policy and practice.

Staff and students are committed to helping create a more healthy, sustainable and equitable world for everyone, because we believe our shared future depends on our shared health.

We embrace and value the diversity of our staff and student population and seek to promote equity, diversity and inclusion as essential elements in contribution to improving health worldwide. We believe that when people feel respected and included, they can be more creative, successful, and happier at work. While we have more work to do, we are committed to building an inclusive workplace, a community that everyone feels a part of, which is safe, respectful, supportive and enables all to reach their full potential.

To find out more please visit our [Introducing LSHTM page](#).

Our Values

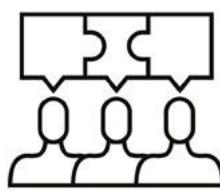
Our values establish how we aspire to achieve our mission both now and in the future - demonstrating what it means to work and study at LSHTM. Please visit our [LSHTM Values page](#) for further information.



**Act with
integrity**



**Embrace
difference**



**Work
together**



**Create
impact**

Main Duties and Responsibilities

1. Strategic Support and Coordination
 - Support the Head of Digital Education in planning and delivering pan-LSHTM digital initiatives, policies, and projects.
 - Coordinate with Faculty Digital Education Managers to ensure consistency of practice and utilisation of digital education platforms across Faculties and administrative teams.
 - Gather feedback and intelligence from Faculties to inform development of centrally managed digital education platforms.
 - Contribute to the preparation of reports, data, and recommendations for senior committees and working groups.
2. System Support and Helpdesk
 - Act as a first point of contact for general queries related to the VLE (Moodle) and associated learning support tools (e.g., Turnitin, Panopto, Zoom, MS Teams).
 - Diagnose and resolve technical issues, escalating to senior colleagues, IT Services, or vendors as appropriate.
 - Monitor and report on helpdesk activity, identifying patterns and informing service improvement.
 - Communicate solutions and guidance clearly to staff and students, ensuring consistency across Faculties.
3. Training and Staff Development
 - Collaborate with the Faculty Digital Education Managers to design and deliver workshops, drop-ins, webinars, and one-to-one training for students and staff across the School in response to demand.
 - Act as technical lead for classroom recording and live streaming facilities and platforms for education purposes (e.g. Panopto).
 - Create and maintain user-friendly documentation, guides, and online resources for classroom recording and live-streaming facilities and platforms.
 - Work with Faculty Digital Education Managers to ensure training meets both local and institutional needs.
 - Embed accessibility and inclusivity across all training and support resources and materials.
4. Pan-LSHTM Digital Projects and Service Development
 - Contribute to pan-School projects such as system upgrades, new tool evaluations, and process redesign.
 - Coordinate with vendors, IT Services, and project teams to test, implement, and evaluate equipment and system enhancements.
 - Support the dissemination of good practice and ensure lessons learned from projects are applied consistently across Faculties.
 - Horizon-scan for sector developments and advise the Head of Digital Education on emerging opportunities.
 - Support the Head of Digital Education to co-ordinate LSHTM contracting and engagement with external suppliers for education media production.

Generic duties and responsibilities of all LSHTM employees

This job description reflects the present requirements of the post but may be altered at any time in the future as duties and responsibilities change and/or develop providing there is consultation with the post-holder.

The post-holder will carry out any other duties, tasks or responsibilities as reasonably requested by the line manager, Dean of Faculty, Head of Department or Head of Professional Service.

The post holder will be responsible and accountable for ensuring all LSHTM policies, procedures, regulations and employment legislative requirements are adhered to including equality and diversity and health and safety.

This job description is not a definitive or exhaustive list of responsibilities but identifies the key responsibilities and tasks of the post holder. The specific objectives of the post holder will be subject to review as part of the individual Performance and Development Review (PDR).

PERSON SPECIFICATION

This form lists the essential and desirable requirements needed by the post holder to be able to perform the job effectively.

Applicants will be shortlisted solely on the extent to which they meet these requirements.

Competency	Evidence	E / D
Education, Qualifications and Training	<ul style="list-style-type: none"> Relevant professional recognition (e.g., CMALT, HEA Fellowship, ITIL certification). 	D
Experience	<ul style="list-style-type: none"> Experience supporting digital education systems in a Higher Education or comparable context (ideally including Moodle). Experience of coordinating projects in digital education. Experience liaising with external vendors or service providers. Experience outsourcing creative media and managing external suppliers Experience managing media services such as Panopto Experience providing user support, ideally via a helpdesk or equivalent ticketing system. Experience of designing and delivering training for staff in digital systems. Experience working with time-based media Experience writing and responding to creative briefs for and from external suppliers 	E E E D E E E D D
Knowledge	<ul style="list-style-type: none"> Strong working knowledge of Moodle and associated tools, including audiovisual and lecture capture systems (Turnitin, Panopto, Zoom, MS Teams). Understanding of digital pedagogy and principles of inclusive online/blended learning. Knowledge of learning analytics and the use of data to support teaching and learning. Working knowledge of at least one of the following creative media areas: Video, Graphic Design and/or animation 	E E E D
General	<ul style="list-style-type: none"> Collaborative approach, with proven ability to work across central and faculty teams. Strong organisational skills with the ability to manage competing priorities and coordinate across multiple stakeholders. Excellent communication and interpersonal skills, including the ability to explain technical matters clearly to non-specialists. 	E E E

E-Essential: Requirement without which the job could not be done

D-Desirable: Requirements that would enable the candidate to perform the job well

Date compiled: Jan 2026

Salary and Conditions of Appointment

The post is permanent and full-time 35 hours per week, 1 FTE. The salary will be on the LSHTM salary scale, Grade 5 scale in the range £39,984 - £45,728 per annum pro rata (inclusive of London Weighting).

The post will be subject to the LSHTM terms and conditions of service. Annual leave entitlement is 30 working days per year, pro rata for part time staff. In addition to this there are discretionary "Wellbeing Days." Membership of the Pension Scheme is available.

LSHTM has a Hybrid Working Framework, which alongside agreed service requirements, enables teams to work more flexibly (if the role allows), promoting a greater wellbeing and work/life balance.

Application Process

Applications should be made on-line via our [jobs website](#). Applications should also include the names and email contacts of 2 referees who can be contacted immediately if appointed. Online applications will be accepted by the automated system until 10pm of the closing date. We regret that late applications cannot be accepted. Any queries regarding the application process may be addressed to jobs@lshtm.ac.uk.

The supporting statement section should set out how your qualifications, experience and training meet each of the selection criteria. Please provide one or more paragraphs addressing each criterion. The supporting statement is an essential part of the selection process and thus a failure to provide this information will mean that the application will not be considered. An answer to any of the criteria such as "Please see attached CV", "Yes" or "No" will not be considered acceptable and will not be scored.

Please note that if you are shortlisted and are unable to attend on the interview date it may not be possible to offer you an alternative date.

Asylum and Immigration Statement

LSHTM will comply with current UKVI legislation, which requires all employees to provide documentary evidence of their legal right to work in this country prior to commencing employment. Candidates will be required to email a copy of their passport (and visa if applicable) to HR prior to their interview and if appointed will be asked to bring the original documents in to be copied and verified before their start date.

Applications from candidates who require sponsorship to work in the UK will be considered alongside other applications but due to the salary range for this role not meeting the UKVI requirements, only applicants under certain circumstances may qualify for sponsorship for this role. Please refer to the details on the Skilled Worker visa pages to check if you are able to be paid below the [general threshold](#). Please indicate this in your application and proceed if you are able to meet the requirements.

Applicants who do not currently have the right to work in the UK will have to satisfy UK Visas & Immigration regulations before they can be appointed.

Further information about Sponsorship and eligibility to work in the UK, can be found on the [government immigration rules page](#).