

Job Description:

LMS Functional Lead

Location: West London (Hybrid)

Reports to: Head of Delivery

Contract Type: Fixed-Term Contract – 20 months

Working Hours: Part-time, 4-days per week (0.8FTE)

Full-time salary: £50,000 (Actual salary (0.8 FTE): £40,000)

About the team

This role sits within the Leadership and Professional Development Team. The team exists to ensure that all staff across our network have access to high-quality, evidence-informed professional development that enables them to grow, lead, and deliver excellent outcomes for our pupils.

We are a team of experienced educators, programme and digital designers, facilitators, and event organisers who work closely with colleagues across Ark to ensure our development offer is relevant, rigorous, and rooted in practice. Our work spans leadership development, operations development, digital learning, and the delivery of large-scale network events that bring together colleagues from across schools and central teams.

A core part of our offer is our growing digital learning offer, and in particular our plans to launch a new LMS which supports the delivery of mandatory compliance training, structured learning pathways and development programmes, and an extensive library of elective courses and events. This digital offer plays a critical role in making learning accessible, consistent, and scalable across the network, alongside our face-to-face programmes and events.

Role Overview

The LMS Functional Lead plays a key hands-on role in delivering and owning the functional transition from our existing Learning Management System to our new Learning Management System, including ongoing functional operation and development. Working closely with the Head of Delivery and the HR & Payroll Systems Project Manager, this role helps shape how the new LMS should work and then leads the configuration, testing, and functional delivery to make that design a reality.

This role combines strong functional knowledge with practical system experience and is critical to ensuring the LMS integrates smoothly with the HR & Payroll system, supports learning and compliance needs, and is embedded effectively across the organisation before being transitioned into business-as-usual ownership.

Key Responsibilities

LMS Design & Functional Configuration

- Work with the Head of Delivery to shape and refine LMS designs, including user journeys, workflows, dashboards, and compliance processes

- Translate learning and compliance requirements into clear functional designs and configuration approaches
- Advise on system capabilities, limitations, and design options to support informed decisions
- Support the definition of role-based access, permissions, and user experiences

System Configuration & Build

- Configure the LMS in line with agreed designs
- Build and maintain LMS environments across development, test, pilot, and live phases
- Ensure configurations are consistent, controlled, and clearly documented
- Support the setup and maintenance of reports and management information

Functional Testing & Quality Assurance

- Design and execute functional test scenarios covering specific user journeys
- Test system behaviour against agreed requirements and acceptance criteria
- Identify issues, bugs, or configuration gaps and support their resolution

Integration & Data Management

- Support functional aspects of the integration between the LMS and the HR & Payroll system
- Ensure user provisioning, organisational structures set-up, and role mapping act as expected
- Support data and content migration from the existing LMS, including cleansing, mapping, upload, and testing
- Investigate and resolve data-related issues to ensure accuracy and integrity

Content Setup & Management

- Support the organisation and setup of learning content within the LMS
- Upload and configure internal and third-party content
- Set completion rules, assessments, certification and reporting behaviour
- Support content updates during pilots and ahead of full rollout

Pilot Preparation & Delivery

- Prepare LMS environments for pilot phases, including configuration, content, and data readiness while working closely with the HR & Systems Project Manager to align with other projects
- Support pilot users and stakeholders, resolving issues as they arise

- Capture feedback and improvement opportunities from pilots
- Support refinements based on pilot outcomes

Training, Documentation & Knowledge Transfer

- Support the creation of training materials, system guides, and user documentation
- Deliver system demonstrations and walkthroughs for stakeholders and trainers
- Act as a subject-matter expert during training and change activities
- Support knowledge transfer to school operational and central support teams

Go-Live & Early Life Support

- Support final readiness activities, including configuration checks and data validation
- Provide hands-on support during go-live and early life support periods, acting as the functional owner of the LMS as it moves into business-as-usual
- Troubleshoot issues and work with vendors to resolve them quickly

Cross-Team Collaboration

- Provide updates and follow directions from the HR & Payroll Systems Project Manager to ensure alignment with other projects and appropriate reporting and governance
- Support the Leadership and Talent Development team in any other e-learning activities as advised by line manager and/or Director.

Person Specification

Skills and Experience

Essential:

- Strong experience working with Learning Management Systems in a functional or system lead role
- Experience supporting large-scale system implementations
- Hands-on experience configuring and troubleshooting LMS platforms
- Experience supporting integrations with HR systems
- Strong functional testing and issue resolution experience
- Ability to translate business requirements into practical system solutions
- Good communication skills with both technical and non-technical stakeholders
- Strong organisational skills with the ability to manage multiple stakeholders and workflows
- Ability to work in a fast-paced delivery environment while maintaining attention to detail

Desirable:

- Experience using the Totara LMS
- Experience designing or shaping visual layouts, dashboards, or user interfaces within an LMS or similar digital platform

Personal Attributes

- Driven by purpose and passionate about Ark's mission, education and professional learning
- Proactive, solutions-oriented, and willing to go the extra mile
- Collaborative team player with a flexible, can-do approach
- High levels of professionalism, discretion, and integrity
- Resilient and will find a way to overcome barriers
- Self-motivated and eager to take ownership of your professional development

Other Requirements

- Right to work in the UK
- Must be willing to travel for meetings held across London, Birmingham, Portsmouth and Hastings
- Commitment to equality of opportunity and the safeguarding and welfare of all students
- Willingness to undertake training
- This post is subject to an enhanced DBS check

Benefits

- Our hybrid working model aims to offer the best of both worlds, striking the right balance between in-person collaboration and remote working. You will work a minimum of two days per week in our state-of-the-art office in West London allowing you to connect with colleagues, with the flexibility to work remotely, or in the office over the remaining days
- In addition to our current hybrid working arrangements, employees can request to work fully remotely for up to 10 working days a year, whether this be in the UK or abroad
- Our flexitime policy allows you to work your hours around our core hours of 10.00 - 16.00, helping you prioritise your work-life balance and personal commitments
- 27 days annual leave plus bank holidays, rising with each year of service up to 30 days after 3-years' service. This entitlement is pro rata for part time employees. This entitlement excludes bank holidays
- Full office closure between Christmas and New Year
- As an Ark employee, you will have the opportunity to be part of the TPT (The Pension Trust) scheme, our workplace pension scheme where we make an 11% contribution; you are not required to contribute towards this scheme unless you choose to
- Access to high-quality professional learning throughout your career, offering both face-to-face sessions and a bespoke online learning platform
- Access to Ark Rewards scheme offering savings from over 3,000 major retailers, interest-free loans available for season tickets or a bike, gym discounts offering up to 40% off your local gym and free eye tests

About Us

Ark is an education charity that exists to make sure that all children, regardless of their background, have access to a great education and real choices in life. Our network of 39 schools reaches traditionally underserved communities in Birmingham, Hastings, London and Portsmouth. We educate 30,000 pupils and have nearly 3,000 teaching staff across our network. We also incubate and scale innovative ventures, which we roll out beyond our network of schools for the benefit of teachers, pupils and the education system as a whole. Current Ventures include Ark Curriculum Plus, which equips teachers with the subject expertise needed to ensure students succeed, and Ark Start, a growing chain of nurseries offering affordable, high-quality early years education.

Recently, Ark moved to new offices at EdCity – a unique not-for-profit development in West London, in partnership with Hammersmith & Fulham council. EdCity is designed to bring mission-aligned organisations together to focus on improving the lives of children, especially through education. It offers leased offices, a range of venues for training and events, and an innovation hub for the education sector to connect, collaborate and learn together.

Diversity and inclusion:

We aim to build a diverse and inclusive organisation where everyone – staff and students – can do their best work and achieve their full potential. We want to reflect and represent diverse perspectives across our organisation because we know that doing so will make us stronger and more effective. To know more about Ark's diversity and inclusion commitments, please click on this [link](#).

Safeguarding statement:

Ark is committed to safeguarding and promoting the welfare of children and young people in its academies. In order to meet this responsibility, its academies follow a rigorous selection process to discourage and screen out unsuitable applicants.

Ark requires all employees to undertake an enhanced DBS check. You are required, before appointment, to disclose any unspent conviction, cautions, reprimands or warnings under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. Non-disclosure may lead to termination of employment. However, disclosure of a criminal background will not necessarily debar you from employment - this will depend upon the nature of the offence(s) and when they occurred. To read more about Ark's safer recruitment process, please click this [link](#).

Please note we will be reviewing applications on an on-going basis and this role may close earlier than advertised depending on the level of response. We strongly encourage to submit your application at your earliest convenience.

For any questions, please contact recruitment@arkonline.org.