

DIOCESE OF EXETER

Grow in Prayer I Make New Disciples I Serve the People of Devon with Joy

ROLE DESCRIPTION

DETAILS	
Role Title	Learning Hub Lead Officer
Department	Mission and Ministry
Responsible to	Head of Formation
Contract Type	Full-time, 3 Year Fixed Term, with the possibility of extension for a further 3 Years, dependent on expected external funding.
Hours	36.25 hours per week (1.0 FTE)
Normal Place of Work	The Old Deanery, The Cloisters, Exeter, EX1 1HS, with travel expected throughout Devon, including Plymouth and Torbay and potential for hybrid working arrangements by agreement.
Responsible for	n/a
Date of Issue	July 2026
NATURE OF WORK	
Role Purpose: To develop, deliver and manage the diocesan Learning Platform creating high-quality digital learning content and ensuring the platform is accessible, effective and widely used across the Diocese. The postholder will work closely with colleagues in Mission & Ministry, Communications and external partners to support the delivery of learning and formation for clergy and laity, and to integrate learning resources with the diocesan website and wider communications.	
Key Aspects of Role: This role is responsible for developing and managing the Diocese's digital learning offer, including creating engaging online learning content, administering the learning platform, and supporting users. The postholder will work with internal stakeholders to convert training	



materials into accessible digital formats, produce multimedia resources, and ensure content quality, accessibility, and brand consistency.

This role will require to apply for at enhanced level from the Disclosure and Barring Service in connection with this role.

Key Relationships:

- Director of Communications and Engagement & Comms team
- Director of Mission and Ministry
- Mission & Ministry colleagues
- IT support
- Other departments in the Old Deanery, especially those using the platform for their training
- Clergy, Licensed Lay Ministers and members of church communities across the Diocese of Exeter
- Learning Hub Consortium User Group members
- External providers

Role Area	Main Duties and Responsibilities
Digital Learning Content Development	• Work with the Formation Team to design, develop and maintain engaging digital learning resources including courses, modules, videos and supporting materials. • Work with the Mission and Ministry Team, diocesan staff, clergy and lay leaders and to translate existing training and resources into accessible online formats. • Produce multimedia content (video, written and visual) in collaboration with the Communications & Engagement team to support learning and formation. • Ensure content is accessible, engaging and aligned with diocesan priorities and is consistent with diocesan branding. • Ensure good linking and signposting between courses and course modules to allow learners to access supporting material from across the platform. • Maintain quality standards through review and moderation processes.
Learning Platform Management	• Act as administrator for the Learning Platform, overseeing user access, course structures and data integrity. • Provide day-to-day support to users across the Diocese. • Liaise with platform providers to resolve technical issues. • Monitor platform usage and produce reports. • Identify and implement improvements to systems and user experience.
Website and Communications Support	• In the initial stages of the creation of a new website and learning hub to work collaboratively with the website lead and design team to create a well-integrated digital offering.



	• Work alongside the Communications & Engagement (Website, Marketing & Publications) Officer to integrate learning resources into the diocesan website. • Write and edit content for digital platforms and communications. • Support promotion through e-bulletins and social media. • Ensure consistency with diocesan branding.
Stakeholder Engagement and Support	• Build relationships with clergy, parishes and diocesan teams. • Support contributors in developing interactive content for the learning hub. • Provide training and guidance to users. • Promote the Learning Platform across the Diocese. • Work with the Formation Team to develop online learning communities to support learning in remote areas. This will include moderation of online forums for people aged 16 or above.
Evaluation and Continuous Improvement	• Gather and analyse feedback and usage data. • Produce reports on engagement and impact. • Keep up to date with developments in digital learning. • Contribute to ongoing development of diocesan learning strategy.

PERSON SPECIFICATION

The following areas outline what qualifications, training, experience and technical abilities the applicant will need to demonstrate.

	Essential	Desirable
Qualifications and Training	• Education to A level or equivalent	• Training in adult education • Training in theology
Experience	• Experience in a learning development environment • Strong written communication skills • Experience of stakeholder engagement • Understanding of adult learning	
Technical	• Experience of developing digital learning content or managing an online learning platform • Experience of converting existing face-to-face courses into interactive and engaging online versions. • An understanding of basic graphic design theory and good experience of using design	• Experience of website design and administration



	software packages similar to Adobe Illustrator, Photoshop and In-design	
General Requirements	• Skilled in administration, including taking phone calls, organising meetings, events, and courses. A good telephone manner is essential. • Good time management skills. • Strong attention to detail • Able to work collaboratively • An understanding of the structure of the Church of England • Sympathetic to the mission of the Church of England and the Diocese of Exeter • Understanding the importance of applying safeguarding, copyright and UK GDPR principles online	• Membership of a Christian Church
Personal Requirements	• Ability to relate well to colleagues in an office where Christian faith is expressed openly. • A commitment to providing excellent customer service. • Culturally sensitive and able to deal with people from many different backgrounds. • Discreet and trustworthy, able to deal sensitively with private or confidential information. • A creative and out-of-the-box thinker, able to easily work face-to-face learning into an online format. • Self-motivated and with the ability to work on own initiative, as well as part of a team. • Professional, friendly and approachable, including when under pressure.	

ROLE COMPETENCIES

The following competencies outline the typical strengths, abilities, and behaviours expected to fulfill the role.

Setting	Seeing the Big Picture:	▪ Understand how own work and work of Mission and Ministry team helps drive and support the strategic development of
----------------	--------------------------------	--



		Mission and Ministry team's key areas of delegated responsibility in the diocese. ▪ Understand how key recipients of services are affected by and operate in differing socio-economic contexts across the diocese: urban, rural and coastal; areas of deprivation. ▪ Understand the strategies and activities of key external partner agencies / bodies and how they affect Mission and Ministry team provision. ▪ Be alert to emerging issues and trends which might affect areas of own work and impact provision of relevant and accurate services and advice. • Seek to expand, develop and share knowledge across Mission and Ministry team's key areas of service provision and throughout Mission and Ministry team's impact network.
	Changing and Improving:	▪ Encourage and promote ideas for change from across a wide range of people to improve overall performance of the team and oversee implementation where appropriate. ▪ Work with others to identify areas for improvement, simplifying processes and streamlining procedures to deliver more effective and relevant Mission and Ministry team services. ▪ Promote different ways of working with key agencies, external partners, contractors, other relevant bodies and key personnel across the diocese. ▪ Clearly explain reasons for change to colleagues and key personnel and advise how to implement those changes, supporting individuals with different needs adapt to change. • Encourage an environment where colleagues know they challenge decisions and issues safely.
	Making Effective Decisions:	▪ Understand own level of responsibility and authority within the role and empower others to make decisions where appropriate thus ensuring decision making happens at the right level, within the right area of the teams and in a timely manner. ▪ Gather, analyse and assess a range of relevant and credible information from internal and external sources to support decision making. ▪ Gain accurate understanding of situations, including the needs and expectations of others to allow for the taking of managed risks to improve service delivery. • Make decisions or give recommendations when needed, even when unpopular, involving others when appropriate. Ensure others are consulted to understand the impact of decisions on the Mission and Ministry team, contractors and end users.



Engaging People	Leadership:	▪ Ensure colleagues and key personnel have a clear understanding of the goals, activities, and timeframes of the Mission and Ministry team as they relate to Mission and Ministry team services provision, advice and support within areas of delegated responsibility. ▪ Work closely with Mission and Ministry, key personnel across the EDBF and external personnel and agencies and advise senior management and Mission and Ministry management in relation to areas of own expertise and responsibility. ▪ Proactively role model and promote high standards of practice and behaviour in identified places of high visibility and impact and in the workplace. ▪ Recognise, respect and praise the achievement and contribution of others; share enthusiasm for the work of the team and of key partner agencies, other bodies, contractors and external personnel, help to build a supportive and cohesive team and impact network across the diocese. • Effectively manage conflict, misconduct and non-inclusive behaviours, raising any issues or concerns with senior managers where appropriate.
	Communicating and Influencing:	▪ Ensure effective written, verbal and IT communications across the Mission and Ministry team, and with key EDBF employees, external agencies, other bodies, external service providers, contractors and other key personnel across the diocese. ▪ Ensure communications have a clear purpose and take into account individual needs, share information as appropriate and check understanding. ▪ Communicate with others in a clear, honest and positive way to build trust and choose appropriate styles to maximise understanding and impact. ▪ Listen to and value different ideas, views and ways of working, respond constructively and objectively to comments, questions and feedback both verbally and on paper. • Proactively manage challenging situations, exercising authority of role, using experience and technical expertise to bring people together and agree ways forward.
	Working Together:	▪ Build and maintain effective professional relationships with key personnel, agencies, other bodies and contractors across the diocese, especially Mission and Ministry key personnel in critical external functions and members of the EDBF and EDBE. ▪ Encourage joined up teamwork within own team and across the diocese. Collaborate and cooperate with key agencies and



		personnel, contractors and other key personnel to share information, resources and provide advice and support. - Invest time to develop and maintain the focus of the team, help create a positive team spirit, and remain approachable to colleagues. - Lead by example and make clear to all team that bullying, harassment and discrimination are unacceptable. Also exhibit diplomacy, tact, patience, flexibility and a sense of humour. - Put in place wellbeing support and help colleagues when in need and also consider own wellbeing.
Delivering Results	Developing Self and Others:	- Able to identify gaps in own skills and knowledge and of the team; take responsibility for developing relevant training and support for self and team. - Reflect on own work, continuously seek and act on feedback to improve own and team's delivery of quality services. - Ensure personal development plan objectives are set to address any gaps which affect the delivery of current and future work and ensure training objectives are achieved. - Take time to coach, mentor and develop other colleagues to support improvement of service delivery and succession planning. - Able to recognise signs of stress in oneself and in others and provide/seek the appropriate support.
	Managing a Quality Service:	- Develop, implement, maintain and review procedures, processes and services to ensure delivery of professional excellence within those services. - Work with senior management and key personnel across the diocese to set priorities, goals and timescales for service provision. - Understand the varying needs of the Mission and Ministry team, and key recipients of team services, and other agencies and bodies to provide appropriate quality and timely advice and support. - Successfully deliver high quality Mission and Ministry team provision and advice and help team work towards raising standards of Mission and Ministry team services. - Establish ways of eliciting feedback from key personnel and recipients of Mission and Ministry team services provision and advice and respond appropriately. - Advise on and/or adapt relevant policies, processes and procedures to improve quality and timely delivery Mission and Ministry team services provision as appropriate.



	Delivering at Pace	▪ Help keep the Mission and Ministry team focus on team goals and priorities and promote a culture of following the appropriate procedures to ensure results are achieved on time whilst still enabling innovation. ▪ Maintain own levels of performance and ensure the most appropriate resources and information are available for colleagues and contractors to do their job effectively. ▪ Regularly review own and team's work against key goals and service delivery expectations and act promptly to reassess workloads and priorities when managing conflicting demands. • Allow colleagues the space and authority to meet goals, providing additional support where necessary whilst maintaining overall delegated responsibility.
--	---------------------------	--