STAR ACADEMIES

Nurturing Today's Young People, Inspiring Tomorrow's Leaders

JOB DESCRIPTION

Job Title:	Star Talent Platform Manager		
Base:	Star Academies Central Office (Blackburn) Star Talent Academy		
Reports to:	Head of Professional Development	Grade:	M3 (SP 42-47)
Staff Responsibility for:	TBA	Salary:	£51,802 to £57,175 per annum
		Term:	Full Year Full Time Permanent
Additional:	N/A		

JOB PURPOSE:

The Star Talent Platform Manager is responsible for the optimisation, management and day-to-day platform support for the Learning Experience Platform (LXP), Performance and Talent Marketplace within the Cornerstone system.

The role is key to driving the adoption of the platform, curating high-quality learning content, and consulting with HR and other stakeholders to ensure that the LXP is effectively utilised to foster learning, development, and performance management across the Trust.

JOB SUMMARY:

1. The Star Talent Platform Manager will be the subject matter expert and advisor for the LXP, advising on systems functionality, content strategy and user experience to drive platform adoption.

2. The role will focus on enhancing the learner experience, curating relevant content, and implementing data-driven strategies to ensure the platform aligns with business and talent development needs. This includes collaborating with IT, HR, and other key departments to drive user engagement, optimise content delivery, and support career development initiatives.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

1 Platform Management and Optimisation

1.1 Oversee the implementation, maintenance, and enhancement of the LXP and Talent/Performance system and associated systems.

1.2 Oversee day-to-day operations of the LXP and Talent/Performance system, with a particular focus on maintaining high user engagement and ensuring a seamless experience.

1.3 Collaborate with IT and HR to ensure platform integration, security, and stability of the LXP.

1.4 Oversee the configuration of talent management processes and workflows, ensuring they are aligned with business needs and user requirements.

1.5 Co-ordinate and manage system upgrades and patches, ensuring minimal disruption and continued platform performance improvements.

1.6 Drive the testing and evaluation of new platform functionality, assessing its impact on user experience and ensuring its effective integration into business workflows.

1.7 Develop and execute strategies for continuous platform improvement, focusing on user engagement, content relevance, and overall learning experience.

1.8 Lead the management of talent and performance cycles, ensuring timely delivery and ongoing platform adoption.

1.9 Lead the design, testing, and impact analysis of any changes to the LXP, including collaboration with internal teams and Cornerstone support.

1.10 Co-ordination of escalation of system issues to the Cornerstone Help Desk ensuring timely resolution.

1.11 Stay updated on Cornerstone releases and industry best practices ensuring the platform remains cutting-edge and aligned with user expectations.

2 Content and User Experience

2.1 Support change management strategies to drive adoption and engagement.

2.2 Work with stakeholders to design learning pathways that align with career development goals and talent management initiatives.

2.3 Focus on creating an intuitive and engaging user experience by tailoring the platform's interface, content, and features to increase accessibility and learner satisfaction.

2.4 Utilise AI, machine learning, and analytics to develop social and collaborative learning features that encourage user interaction, knowledge sharing, and community-building.

2.5 Ensure the content and features are consistently updated to support engagement and retention across the diverse workforce.

3 Talent Development Alignment

3.1 Collaborate with HR to align LXP content and talent system functionality with succession planning, career development, and talent management initiatives.

3.2 Monitor and analyse employee skill gaps, designing personalised learning journeys within the platform to address those needs and promote professional growth.

3.3 Use data insights from the LXP to make data-driven recommendations for improving learning outcomes and enhancing talent development strategies.

3.4 Leverage LXP capabilities to manage key processes like Succession Planning, Performance Management, and Talent Reviews, ensuring seamless integration with talent development activities.

4   Training and Support

4.1   Lead the development and delivery of training for both end-users and system administrators, focusing on platform features, best practices, and effective usage.

4.2   Serve as the primary point of contact for troubleshooting platform issues and liaising with vendors for technical support.

4.3   Develop and maintain comprehensive documentation, including user guides, FAQs, and troubleshooting materials, to support end-users and administrators in utilising the LXP effectively.

5   Reporting and Analytics

5.1   Regularly track and analyse user engagement and completion rates, providing actionable insights to drive adoption and improve overall learning effectiveness.

5.2   Assess the effectiveness of learning programs through data analysis, recommending adjustments or enhancements to learning initiatives based on platform usage and learner feedback.

5.3   Prepare and present reports to senior leadership on platform usage, skill gap trends, and the overall impact of learning and talent development initiatives, driving ongoing improvements in platform adoption and content curation.

6.   Star Talent Academy

6.2   Attend and support the delivery of synchronous sessions as required both online and in-person.

6.2   Provide support for the core business activity of Star Talent Academy.

6.3   Collaborate with external providers to arrange for subject matter expertise, facilitators, or third-party training solutions as needed.

6.4   Continuously explore new tools, methods, and best practices in the professional development field to keep training programs modern and effective.

6.5   Help prepare regular reports on training activities, progress, and results to inform decision-making and strategic planning.

7.   Other Responsibilities

7.1   Work within the Trusts policies and procedures.

7.2   Make the best use of ICT equipment and processes.

7.3   Contribute to the provision of an effective work environment.

7.4   Be aware of, and respect, the confidential nature of issues within the role.

7.5   Carry out any such duties as may be reasonably required by the Head of Professional Development.

7.6   Attend meetings and training as required.

7.7   Provide cover for other staff tasks during absences.

7.8   Promote the Trust's vision of 'nurturing today's young people, inspiring tomorrow's leaders'.

7.9   Champion the Trust's values of 'Service', 'Teamwork', 'Ambition' and 'Respect'.

7.10   Contribute to the wider life of the Trust and the Star community.

7.11   Carry out any such duties as may be reasonably required by the Trust.

8   Records Management

8.1   All staff who create, receive, and use records in the course of their job are responsible for ensuring that records are managed appropriately. It is therefore likely that this post-holder will have responsibility for record-keeping as part of the role. Employees are required to be conversant with the Trust's policies and procedures on records management.

This appointment is with Star Academies. The job description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only and may be reviewed in negotiation with the employee in the future. The appointment is subject to the terms and conditions outlined in the 'Star Academies Contract'.

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PERSON SPECIFICATION

No	CATEGORIES	Essential/ Desirable	App Form	Interview /Task
QUALIFICATIONS				
1.	5 A*- C or 9-5 at GCSE including English and Maths or equivalent.	**E**	✓	
2.	A relevant degree or equivalent.	**D**	✓	
3.	Cornerstone Learning Management System (LMS) or Talent Management certification.	**D**	✓	
4.	Evidence of Continuous Professional Development.	**E**	✓	
EXPERIENCE				
5.	3-5 years of experience managing LXPs, LMSs, or Talent Management Systems (i.e. Workday, Cornerstone, SAP SuccessFactors, etc.).	**E**	✓	✓
6.	Experience of managing platform implementations, system optimisations, and content curation in a large organisation.	**E**	✓	✓
7.	Experience with content curation, e-learning authoring tools, and SCORM/AICC standards.	**E**	✓	✓
8.	Experience of utilising AI, machine learning, and analytics.	**D**	✓	✓
9.	Experience of driving adoption of new systems and platforms through change management strategies, communication, and training.	**E**	✓	✓
10.	Experience of data and project management.	**E**	✓	✓
11.	Experience of working within the education sector.	**D**	✓	✓
ABILITIES, SKILLS AND KNOWLEDGE				
12.	Knowledge and understanding of learning trends (e.g., mobile learning, microlearning, gamification, etc.) and how to implement them effectively within the platform.	**E**	✓	✓

No	CATEGORIES	Essential/ Desirable	App Form	Interview /Task
			Assessed by:	
13.	Knowledge and understanding of reporting tools (e.g., Cornerstone analytics, Power BI).	E	✓	✓
14.	Knowledge of learning analytics and the ability to create reports that measure the impact of learning initiatives, skill development, and performance improvement.	E	✓	✓
15.	Proficient in the management of LXP platforms and talent management systems.	E	✓	✓
16.	Ability to communicate effectively with diverse stakeholders at various levels of the organisation.	E	✓	✓
17.	Strong interpersonal skills and the ability to work collaboratively with cross-functional teams.	E	✓	✓
18.	A high level of accuracy and attention to detail.	E	✓	✓
19.	Ability to advise and influence leaders and stakeholders on best practices in learning technology and talent development.	E	✓	✓
20.	Strong organisational skills, set priorities, and meet deadlines.	E	✓	✓
21.	Ability to manage multiple projects simultaneously.	E	✓	✓
22.	Ability to maintain positive relationships with all stakeholders.	E	✓	✓
23.	Ability to work in a fast-paced environment and to deadlines while maintaining the quality of work.	E	✓	✓
PERSONAL QUALITIES				
24.	Enthusiastic, adaptable and committed.	E	✓	✓
25.	Highest levels of professional and personal integrity.	E	✓	✓
26.	Personal resilience, persistence and perseverance.	E	✓	✓
27.	Commitment to the pursuit of Continuous Professional Development by oneself and others.	E	✓	✓
28.	A passionate belief in the Trust's vision of 'nurturing today's young people, inspiring tomorrow's leaders'.	E	✓	✓
29.	A strong commitment to the Trust value of 'Service'.	E	✓	✓
30.	A strong commitment to the Trust value of 'Teamwork'.	E	✓	✓
31.	A strong commitment to the Trust value of 'Ambition'.	E	✓	✓

No	CATEGORIES	Essential/ Desirable	App Form	Interview /Task
			Assessed by:	
32.	A strong commitment to the Trust value of 'Respect'.	**E**	✓	✓
33.	Commitment to support Star Academies' agenda for safeguarding and equality and diversity.	**E**	✓	✓
34.	Sympathetic to and supportive of the Mixed Multi-Academy Trust Model and ethos of the Establishment.	**E**	✓	✓