

Job Description

Job Title:	eLearning Coordinator
Salary Band:	Band 3
Working Hours:	Full Time – 37 hours per week

Overall purpose/accountabilities:

Working with the Digital Learning Manager, to enhance the University of Sunderland in London (UoSiL) use of Digital Learning platforms and work collaboratively in the development of learning through digital transformation. Providing support to staff and students, helping resolve issues, and providing advice and training on the use of the technologies to aid teaching and learning.

Working in collaboration with colleagues to deliver pedagogical innovation and CPD designed to enhance the quality of teaching and learning across the University.

Always deliver and champion an excellent student experience and a high-quality service to all stakeholders.

Reporting lines:

This job reports to the Digital Learning Manager.

Staff reporting to this job:

This job has no direct line management responsibility but will aid with supporting the Digital Coaches.

Main duties:

With the support of the Digital Learning Manager, support and collaborate with colleagues throughout the instructional design processes at UoSiL, offering advice, guidance. Collate and evaluate best practice case studies for wider dissemination.

Work with key stakeholders to help design and deliver a blended digital skills training offer for staff and students through a structured development plan, including student and staff induction sessions. Aiming to improve their understanding of a range of technology platforms and computer software to enhance their experience and usage of the VLE, with a focus on continuous improvement through evaluation.

Be the first point of contact for student and staff with advice and guidance to resolve operational problems and enquiries ensuring any issues are properly investigated and resolved.

Support in the effective delivery and usage of our business services related to the VLE and online, hybrid and in person teaching.

Support and collaborate with colleagues throughout the instructional design processes at UoSiL, offering advice, guidance and to collate best practice case studies for wider dissemination.

Provide efficient and effective administrative support to the VLE, ensuring that the correct modules are timely created onto the VLE, students and staff are registered for the correct modules and that the correct access is allocated to the relevant users.

Keep module templates and module content up to date in conjunction with our multiple intakes model, along with co-ordinating the yearly review of information from various support functions.

Provide VLE support for wider University initiatives, such as Flying Start and Programme spaces, Prepare For University and new initiatives as they may be introduced.

With support from the Digital Learning Manager, design and develop training materials using appropriate training development tools, e.g. Articulate 360 or similar software.

Contribute to relevant institutional policies around teaching and learning, taking into account the UoSiL delivery model and support implementation where applicable.

Support the introduction and embedding of new digital platforms across the University that benefit the staff and student experience.

Contribute to the 'Digital Forum', a platform which allows staff and students to voice specific digital issues and to give the institution the platform to discuss and engage stakeholders in future plans alongside nurturing ideas for positive change.

Support student peer-to-peer roles that look to assist students' digital skills that provide on-the-spot first level support, embedding evaluation systems and assisting in the implementation of change where necessary.

With support from the Digital Learning Manager, collaborate with the Centre for Enhancement of Learning and Teaching (CELT) team in Sunderland who support innovative learning methods at the University and liaise with other central and local departments to ensure constant compliance with the institutional standards, policies and procedure.

With support and guidance from the Digital Learning Manager, encourage positive and consistent engagement with the VLE across the academic team and student body as appropriate.

Assist with the effective reporting and data analysis to help assess the impact on the student experience through teaching and learning and making recommendations as appropriate.

Identify, develop and undertake project opportunities in collaboration with the Digital Learning Manager and senior colleagues, where appropriate.

Contribute to the development of the service by reviewing feedback, Service Level Agreements, institutional policy and procedure to ensure the maintenance of a fit for purpose service.

Represent the UoSIL by attending meetings and committees where required.

Deputise for the Digital Learning Manager as required.

Identify and participate in continuous professional development as appropriate.

Promote and encourage the practice of the University's equality and diversity principles in contacts with all staff, students and partners and promote corporate values in your role.

Commit to the effective delivery of an excellent student experience to all learners.

Any other duties commensurate with the nature of the job, as determined by an appropriate manager.

Special factors:

A flexible approach to work is required with some potential evening and weekend working required on occasion. Annual leave may be restricted at certain times of the year so as to accommodate business needs.

As an effective team member, you may be required to provide cover and support to colleagues across the full range of Student Administration activities. All role holders will therefore be cross skilled in all aspects of the team's full portfolio.

Necessary training will be provided.

Person Specification

Essential	Qualifications
	Educated to Degree level standard or equivalent level of experience.
	Experience
	<p>Previous experience in VLE support or similar experience supporting an online platform.</p> <p>Experience of designing and delivering dynamic training sessions, presentations or workshops using a variety of appropriate methods and resources.</p> <p>Proven experience of using initiative, managing multiple priorities and working within a busy service environment.</p> <p>Proven experience of providing excellent customer care.</p>
	Skills & Attributes
	Demonstrable IT skills including proven competence in a variety of Microsoft packages learning technologies and the ability to identify suitable technology solutions to varied problems

	<p>Effective communication skills (both written and verbal), and ability to build productive working relationships with key stakeholders.</p> <p>Ability to influence and motivate users to engage with technologies to enhance learning.</p> <p>Ability to develop effective and innovative online resources to support users in the use of learning technologies to enhance teaching and learning.</p> <p>Excellent organisational skills and the ability to work with a minimal supervision.</p> <p>Strong attention to detail and confidence with data management activities.</p>
Desirable	<p>Qualifications</p> <p>A relevant to the field professional qualification.</p>
	<p>Experience</p> <p>A background in teaching and learning.</p> <p>Proven experience within a similar role in Higher Education.</p> <p>Understanding of the barriers to adoption of learning technology within Higher Education and experience of how to approach this.</p>
	<p>Skills & Attributes</p> <p>Proven understanding of information governance.</p> <p>Proven ability to deliver small and independent projects.</p>

DATE CREATED: 20 September 2018

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