

Role Profile

Senior Digital Learning Manager

Salary:

Band 5

Working Hours:

Full Time – 35 hours per week (32 hours over four days during 4-day week pilot)

Reporting to:

Principal Lecturer – Academic Development

Direct reports:

2x eLearning Coordinators, 1 x Apprentice, Interns, Digital Coaches

Staff taking operational lead from this job:

Senior Lecturer (Digital Learning)

Overall purpose/accountabilities:

Working within the Academic Development Centre and collaborating with Programme Managers, academic staff, professional services and students, the Senior Digital Learning Manager will lead on the implementation and enhancement of all aspects of digital learning. The role will support pedagogical innovation, enhance the use of digital learning platforms and will support the development of learning and teaching through digital transformation.

The role combines expertise in digital learning and education technologies with a thorough understanding of the Higher Education environment. The post-holder will develop and implement digital learning strategies which increase digital fluency across the staff and student bodies, including designing and delivering training which enhances learning and teaching across the University and supports the progression of our graduates into successful careers.

Deliver and champion excellent customer service to all stakeholders at all times.

Job Description

Have overall strategic and operational lead on the direction of digital learning, digital skills and associated plans across the University of Sunderland in London (UoSiL). Engage with key stake holders to enhance digital fluency and underpin key working principles.

Work in partnership with colleagues within the Academic Development Centre to deliver institutional priorities to develop quality learning and innovative teaching, enhancing the student experience.

With support from the Principal Lecturer (Academic Development), provide strategic leadership and day-to-day management and development of the Digital Learning team.

Effectively manage all digital learning resources, including the digital learning budget.

Offer expert consultancy by influencing and supporting key stakeholders on the use of digital technologies to support and enhance learning and teaching (e.g. Canvas, Panopto, Kahoot, Canvas Catalog, VR platforms, Mahara etc.).

Develop and ensure successful implementation of high-level plans to address key strategic priorities contributing towards the enhancement of the student experience and metrics.

Lead, develop and deliver specific projects in line with key institutional objectives (e.g. the Student Success Plan and the UoSiL plans), focusing on system-wide transformation projects including the use of technology for teaching, learning and assessment.

Spearhead initiatives for UoSiL that drive enhancements in student and staff digital fluency, working across departments to develop, monitor and evaluate impact.

Lead, design and deliver a blended digital skills training offer for staff and students through a structured development plan.

Identify, manage and support the introduction and embedding of new digital platforms or learning technologies across the University that benefit the student experience.

Quality assure the Digital Learning services, periodically reviewing and evaluating practices to ensure they meet current objectives and identifying enhancements through to implementation.

Collaborate, influence, and build effective working relationships with stakeholders internal and external to UoSiL and the University of Sunderland; participating in committees, groups and relevant external networks.

Work in partnership with and contribute to the University of Sunderland Centre for Graduate Prospects and Centre for Enhancing Learning and Teaching campaigns and work streams.

Chair the 'Digital Forum' to allow 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.

Work with students to ensure the student voice is foregrounded within strategic developments in digital learning.

Have overall responsibility in managing student peer-to-peer roles (digital coaches) that look to improve students' digital skills by providing on-the-spot first level support; embedding evaluation systems and implementing changes where necessary.

Lead on effective reporting and data analysis to assess the impact on the student experience of digital learning and teaching initiatives and implement recommendations as appropriate.

Identify, develop and undertake project opportunities in collaboration with the Academic Development Centre, the Head of Student Administration and Systems, Head of Student Services and other senior colleagues, where appropriate.

Identify end-user requirements and review service-level agreements of our VLE (Canvas) and other digital and learning technologies; working effectively with external suppliers as required.

Identify and participate in continuous professional development as appropriate.

Effectively manage the team and resources, ensuring all policies and procedures in respect of staff recruitment, selection, induction, appraisal, staff development, recognition, performance management and health and safety are adhered to and consistently applied.

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

Commitment to promoting and incorporating our corporate values throughout all streams of service delivery.

Commitment and appreciation of the importance and 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.

Other 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 to accommodate business needs.

Occasional travel to our Sunderland campus or out-of-hours work is required. Necessary training will be provided.

Person Specification

Essential	<p>Qualifications</p> <p>Master's Degree or equivalent level of experience.</p>
	<p>Experience</p> <p>Previous experience of enhancing digital learning and teaching and supporting online platforms within Higher Education.</p> <p>Knowledge of inclusive teaching, learning and assessment within higher education, specifically Universal Design for Learning and instructional design.</p> <p>Experience in leadership and management of diverse teams.</p> <p>Experience of collaborating with academic staff and students in enhancing learning and teaching through the use of digital technology.</p> <p>Experience of designing and delivering staff and student 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>Experience of supporting/embedding institutional responses to policy (quality, assessment, assignment submission etc.) in digital platforms.</p> <p>Knowledge of sector developments in and contemporary approaches to digital learning, flexible learning, work-based learning and student assessment practices.</p>
	<p>Skills & Attributes</p> <p>Demonstrable IT skills including proven competence in a variety of Microsoft Office packages.</p> <p>Substantive knowledge of Digital/e-Learning technologies (online and 'in room') which are commonly used in Higher Education.</p> <p>Strong managerial skills including project-management skills.</p> <p>Effective interpersonal and communication skills (both written and verbal), and ability to build productive working relationships with key internal and external stakeholders.</p> <p>Ability to motivate users to engage with technologies to enhance learning.</p> <p>Ability to develop online resources to support users in the use of learning technologies to enhance learning and teaching.</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>Postgraduate level qualification in Learning / Education Technology or related discipline.</p> <p>Teaching qualification.</p> <p>CMALT holder.</p> <p>Knowledge and Experience</p> <p>Familiarity with Canvas VLE.</p>

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