



**University of
Sunderland**

in London

Job Description

Job Title: Learning Designer

Salary Band: Band 3

Overall purpose/accountabilities:

Working with the Senior Digital Learning Manager, to enhance the use of the Digital Learning platforms at the University of Sunderland in London (UoSIL). Work collaboratively in the development of learning through digital transformation. Provide 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 Senior Digital Learning Manager.

Staff reporting to this job:

This job may directly line manage Digital Learning Interns and will aid with supporting the student Digital Coaches.

Main duties:

Support and collaborate with colleagues throughout the instructional design processes at UoSIL, offering advice and guidance.

Collate a range of best practice case studies in various formats (written, podcasts) and manage the process for dissemination.

Support in the design and delivery of the team's blended digital skills training offer for staff and students including student and staff induction sessions.

Responsible for the design and delivery of our digital skills programme for academics (ACHIEVE Star to Legend), aiming to improve their experience and usage of the VLE and our digital tools for teaching and learning. Continually evaluate the programme and improve based on participant feedback and developments in the field.

Build strong relationships and collaborate with academics and other subject matter experts from various teams to introduce new initiatives aimed at enhancing teaching and learning, and/or to produce engaging learning content.

Produce learning content using learning design principles, maintain accurate and quality-assured documentation, and ensure compliance with accessibility and copyright standards.

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

Provide students and staff with advice and guidance to resolve operational problems and enquiries related to our VLE or other digital platforms, ensuring any issues are properly investigated and resolved.

Support staff to design and develop specific learning environments, materials and resources using a range of software packages and digital equipment platforms e.g. Articulate 360, video editing software or similar.

Engage in reviewing and reporting on the implementation of VLE Threshold Standards.

Support the team in providing efficient and effective administrative support for the VLE (this could include the creation of modules on the VLE, ensuring students and staff are registered for the correct modules, and the correct access is allocated to relevant users).

Contribute to relevant institutional policies around teaching and learning, considering 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.

Where required, collaborate with the TEL Systems and Learning Design teams 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.

Encourage positive and consistent engagement with the VLE across the academic team and student body as appropriate.

Assist with 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 Senior Digital Learning Manager and other 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 Senior Digital Learning Manager as required. Identify and participate in continuous professional development as appropriate.

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 Digital Learning team's 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 or equivalent.
	Experience Previous experience in VLE support or similar experience supporting an online platform. Experience of designing and delivering dynamic training sessions, presentations or workshops using a variety of appropriate methods and resources. Experience in developing digital content for teaching and learning, applying instructional design principles. Experience in developing digital content such as images, video, audio, etc. Experience in developing digital content using tools such as the Adobe Creative Suite, Canva, Camtasia, Articulate Storyline, Adapt Learning Framework, H5P, etc. Proven experience of using initiative, managing multiple priorities and working within a busy service environment. Proven experience of providing excellent customer care.
	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 Effective communication skills (both written and verbal), and ability to build productive working relationships with key stakeholders. Ability to influence and motivate users to engage with technologies to enhance learning. Ability to develop effective and innovative online resources to support users in the use of learning technologies to enhance teaching and learning.

	Excellent organisational skills and the ability to work with a minimal supervision. Strong attention to detail and confidence with data management activities. Proven ability to deliver small and independent projects.
Desirable	Qualifications Relevant to the field, a professional qualification. CMALT
	Experience A background in teaching and learning. Proven experience within a similar role in Higher Education. Understanding of the barriers to adoption of learning technology within Higher Education and experience of how to approach this.
	Skills & Attributes Proven understanding of information governance.

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