Centre for Academic Practice

Loughborough University

Technology-Enhanced Learning Support Officer

Job Ref: REQ17513

Fixed term to 27 March 2018, or the earlier return of the post holder, whichever is the soonest.

This post may be suitable for an internal secondment opportunity.

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

The Centre for Academic Practice supports the development of academic staff; research staff; colleagues with a teaching-related remit and postgraduate research students to achieve and sustain an excellent quality learning experience for all our students. The Centre's staff are multidisciplinary professionals with a wide range of experience and knowledge of all aspects of teaching and learning. Their skills cover not only the technological aspects of delivering high quality engaging teaching, but also the pedagogy that reinforces it, enabling them to work in partnership with people at any level of the organisation to ultimately ensure the delivery of an enhanced student experience. Further information is available on the Centre's website - www.lboro.ac.uk/services/cap

Job Description

Job Grade
Administrative Services Grade 5

Job Purpose
To provide high-level administrative support to the University's technology-enhanced learning initiatives and projects; to support the operation of the University's core learning technologies; to support the promotion of effective, efficient and appropriate use of technology-enhanced learning across all relevant areas of School operations; and to support the broader technology-enhanced learning activities within the Centre for Academic Practice (CAP).

Job Duties

1. To support Technology-Enhanced Learning colleagues within CAP with the day-to-day support of staff within Schools and Professional Services, and the support of University-wide projects and initiatives.

2. Working with the Assistant Director (Technology-Enhanced Learning), to assist in overseeing all matters associated with the Academic Scholarship Tests. This will include duties such as:-
    - communication and liaison with 40+ Module Leaders across the University;
    - co-ordinating and recording bespoke requirements for the each of the 40+ tests (based on the generic question bank);
    - preparing the tests for deployment via Learn, the University's Virtual Learning Environment;
    - monitoring the operation of each of the tests and producing management information to be reported to the University's Learning and Teaching Committee.

3. Working with the Assistant Director (Technology-Enhanced Learning), to assist in overseeing all matters associated with the extended Online Module Feedback Pilot. This will include duties such as:-
    - communication and liaison with Feedback Administrators in the Schools involved;

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- developing new templates within Learn to meet the requirements of the Schools;
- training Feedback Administrators in the operation of Online Module Feedback, including creating and deploying the Feedback Activities and reporting the responses out from Learn;
- handling confidential information and advising on the processing of this;
- monitoring the operation of Online Module Feedback across the Schools and producing management information to be reported to the University's Learning and Teaching Committee.

4. To assist the Assistant Director (Technology-Enhanced Learning) and the Senior Technology-Enhanced Learning Officer in undertaking reviews of the operation, procedures and processes relating to learning technologies to provide effective support to Schools and Professional Services, and to guide the enhancement of our tools in line with the University's Digital Strategy.

5. To co-ordinate the technology-enhanced learning support of staff new to the University to ensure they are supported by CAP to gain an appropriate understanding of our core learning technologies and their use in supporting the student learning experience.

6. To support the organisation of CAP events and workshops, including pre- and post-communication.

7. To communicate clearly and effectively within and beyond the office and the University as required and to develop excellent working relationships with contacts both internally and externally.

8. To respond to basic technology-enhanced learning enquiries received in person, by telephone or email and take appropriate action, including providing advice and instruction. This will include dealing with School academic and administrative staff, Professional Services staff, students, external organisations and other University Colleagues.

9. To provide cover and support for other colleagues at busy times and in cases of absence, by undertaking such duties and responsibilities which are commensurate with the grade and nature of the post.

10. Undertake any other duties commensurate with the nature and grade of the post which may reasonably be required by the Director of the Centre for Academic Practice and the Assistant Director (Technology-Enhanced Learning).

Points To Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

The post holder may sometimes be required to work outside of normal working hours.

Special Conditions

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

Organisational Responsibility

Reports to the Assistant Director (Technology-Enhanced Learning).

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Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

1 – Application
2 – Test/Assessment Centre/Presentation
3 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	Substantial experience of working within Higher Education, or a graduate with substantial experience of supporting the student learning experience.	1,3
	Substantial experience of using a Virtual Learning Environment to support the student learning experience.	1,3
	Experience of dealing with people in a variety of complex and difficult situations.	1,3
	Experience of working individually and as part of a team.	1,3
Skills and abilities	Able to use a range of technology-enhanced learning tools and advise others on their use.	1,3
	Flexibility and the ability to adapt to a changing work environment.	
	Well-developed problem solving skills, using initiative and judgement in more complex situations.	1,3
	Able to plan, prioritise and work independently and to deal with unforeseen problems and circumstances effectively.	1,2,3
	Able to work under pressure and meet competing deadlines.	1,2,3
	Excellent interpersonal, organisational, oral and written communication skills.	1,2,3
	Able to work with accuracy and attention to detail.	1,2,3
	Excellent practical IT skills including Microsoft Office and University-related IT systems.	1,3
Training	Demonstrate evidence of having undertaken training as required.	1,3
	Able to adopt new procedures as and when required.	1,3
Qualifications	A level education or equivalent.	1
	GCSE Grade C or equivalent in English and Mathematics.	1

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of Loughborough's specific learning technologies and related systems and procedures.	1,3
	Experience of providing training to University staff.	1,3
Skills and abilities	Skills using relevant Loughborough University IT systems e.g. Learn VLE, Co-Tutor, LUSI and CMIS.	1,3
	Understanding and knowledge of relevant legislation e.g. SENDA, Data Protection Act, Freedom of Information etc.	1,3
	Able to take Minutes.	1,3

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Conditions of Service

The position is full-time and fixed-term to 27th March 2018, or the earlier return of the post holder, whichever is the soonest. Salary will be on Administrative Services Grade 5, £23,879 - 28,452 per annum, subject to annual pay award and at a starting salary to be confirmed on offer of appointment.

The appointment will be subject to the University's normal Terms and Conditions of Employment for Operational and Administrative staff, details of which can be found here.

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html.

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html

In addition, the University is supportive, wherever possible, of flexible working arrangements.
We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see http://www.lboro.ac.uk/services/hr/athena-swan/

Informal Enquiries

Informal enquiries should be made to Dr Sarah Williamson, Assistant Director (Technology-Enhanced Learning) by email at S.L.Williamson@lboro.ac.uk or by telephone on 01509 222405.

Applications

The closing date for receipt of applications is **27 June 2017.** Interviews will be held on **6 July 2017**.

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