

Leeds Beckett University – Job Description

Ref:

School/Service	Library and Learning Services
Section	Digital Learning and Research Services
Post Designation	Digital Experience Co-ordinator
Grade	6
Post to which directly responsible	Digital Library Experience Manager
Posts for which directly responsible	None
Purpose of Job	
To design, develop and deliver specialist training and user support, to support digital capabilities and confidence, to develop technologies, to manage projects, to act as a people, technology and service co-ordinator for all aspects of the Digital Library experience.	
Responsibilities	
<ol style="list-style-type: none"> 1. To design, develop and deliver digital training sessions and resources incorporating interactive and media elements, to support colleague and student and researcher development needs. 2. To work with suppliers, colleagues and students to identify, advocate for, and develop new functionality and capabilities in line with the current and future needs of the University community. 3. To mentor, supervise and train any team colleagues assigned on a temporary or permanent basis and act as a senior point of contact within the team. 4. To provide excellent customer service to users of our digital library platforms, tools and data, including resource discovery, the Library website, self-service and associated technologies. 5. To work collaboratively with colleagues to achieve University, Library and Learning Service and Team objectives, including on cross-Library projects involving technology and the digital experience. 6. To manage and co-ordinate library technology projects including platform and infrastructure replacements, upgrades, integrations, and digital accessibility initiatives. To co-ordinate the internal FAQ portfolio for these technologies. 7. To evaluate, test, configure, administer, and troubleshoot library technologies e.g. as part of tender, procurement, implementation and 'business as usual' processes. 8. To work proactively to support the continuous enhancement of library technologies, processes, and stakeholder relationships. 9. To analyse, interpret and present service data and information for a range of audiences. Support annual reporting to ensure compliance with service standards, and target training and service development. 10. To comply with all legislative requirements including web accessibility, data protection, copyright, intellectual property, licensing and related University regulations and procedures. 11. To represent Library and Learning Services in a positive and professional way, participating in library and university activities such as clearing, open days, welcome, graduation and other relevant events. 12. To participate in relevant personal development activities to gain new skills and competencies to meet evolving service needs. Keep up to date with professional developments in the field of education, libraries and any relevant technologies. 	

13. To occasionally lead / attend meetings on behalf of the Digital Library Experience Manager, and take on any other duties commensurate with the grade as requested by senior managers.

Equal Opportunities

We are committed to providing a non-discriminatory and harassment-free working environment for our employees. All postholders are expected to have due regard for those policies when carrying out their duties.

Safety, Health and Wellbeing

You will maintain a positive attitude to Safety, Health and Wellbeing in carrying out personal responsibilities and co-operate with policy/local rules/codes of practice.

Physical Conditions

The postholder will work on a hybrid basis, with home working and on campus working (City Campus and Headingley Campus).

Appointment is to Library and Learning Services and the postholder will be expected to work flexibly across services and working locations as appropriate.

Relationships

The postholder will work closely with colleagues and managers across the service and will work with and support the academic, administrative, technical, and managerial staff of the University.

Terms & Conditions

Terms & Conditions of Service are as determined by the Vice-Chancellor for Support staff (within a framework set by the Board of Governors) and will have regard to any national recommendations arising from negotiations between the Universities and Colleges Employers Association (UCEA), and the recognised trade unions in so far as these are adopted by the Board / Vice-Chancellor.

Salary is currently within Grade 6 (£). On appointment staff will normally be placed on the first point of the substantive grade for the post. Appointment above this will only be on an exceptional basis and subject to approval in line with our University's Pay Policy.

Annual leave entitlement is 38 days.
Hours of work per week = 37.

Probationary Period

Appointment to this position may be subject to a probationary period of up to 12 months, in line with our probationary policy. A copy of our probationary policy is available on our website or on request from Human Resources.

Pre-employment Health Assessment

Our University aims to ensure that all employees are placed in a job that is compatible with their health and physical abilities. In accordance with the Equality Act, questions relating to health are asked following an offer of appointment. All offers of appointment are subject to pre-employment health assessment.

Qualifications

In accordance with our pre-employment processes, it is University policy to verify qualifications for successful candidates. We will need evidence of those qualifications required by the employee specification and claimed on the application form.

Closing Date

xxx (midnight)

Please complete an online application. If you are unable to complete an online application, please contact xxxxxxxx on either 0113 812xxxx or xxxxxxx@leedsbeckett.ac.uk who will be able to provide you with a hard copy application form.

Post Title	Digital Experience Co-ordinator	Grade 6
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Please carefully read the notes of guidance enclosed with the application form and provide information to help us decide whether you meet the criteria below.

Qualifications, Skills, Experience & Knowledge	Essential	Method of Assessment (Application/Interview/Test/Other)
1. A degree or postgraduate qualification in a relevant field e.g. digital, library, or IT. Or proven, substantial, relevant professional experience / certification.	✓	Application
2. Expert in using, supporting and enhancing technologies and software such as library platforms / systems, and associated data	✓	Application/Interview/Other
3. Experience of delivering face to face and digital colleague and student development, and evidence of the ability to create complementary training materials	✓	Application/Interview/Other
4. Experience of: web development technologies e.g. HTML, CSS, JavaScript; integrations e.g., LTI (Learning Tools Interoperability); and API (Application Programming Interface)	✓	Application/Interview/Other

Performance Attributes	Method of Assessment (Application/Interview/Test/Other)
Please note that all the following criteria are essential .	
PLANNING & ORGANISATION	Application/Interview/Other
5. Ability to organise and reprioritise own workload, meet individual and team deadlines, negotiate, and demonstrate flexibility where required	
SERVICE DELIVERY	Application/Interview/Other
6. Commitment to a continuous improvement approach to all aspects of a service including technology, process workflows, and stakeholder relationships	
TEAMWORK	Application/Interview/Other
7. Ability to work flexibly and collaboratively in a multi-disciplinary team	
COMMUNICATION	Application/Interview/Other
8. Demonstrate initiative and a proactive partnership approach to communicating with diverse stakeholders via multiple methods, to support organisational objectives	
CREATIVITY & INNOVATION	Application/Interview/Other
9. Ability to work independently, using creative problem-solving skills to resolve a range of technical, service and resource challenges	
LEARNING & DEVELOPMENT	Application/Interview/Other
10. Evidence of an aptitude for training and mentoring colleagues, of commitment to enhancing own skills and keeping up to date with sector developments	

Whilst these performance attributes may relate to this role more specifically for recruitment and selection purposes, following appointment, all members of staff are expected to demonstrate effective performance across all six of our University's performance attributes. Further details are available on our [website](#).