| School/Service | **Library and Learning Services** |
|---|---|
| **Section** | **Digital Learning and Research Services** |
| **Post Designation** | **Digital Learning Advisor** |
| **Grade** | **4** |
| **Post to which directly responsible** | **Digital Learning Support Team Leader** |
| **Posts for which directly responsible** | **None** |

## Purpose of Job

To provide comprehensive user support and guidance and day to day maintenance of the University Portal and VLE (Virtual Learning Environment) known as MyBeckett and other associated learning technologies.

## Responsibilities

1. The primary focus of the role is to provide a comprehensive colleague and student support enquiry service for MyBeckett and related learning technologies via telephone and email. E.g., to receive, diagnose and resolve queries.
2. To create appropriate support and guidance materials for colleagues and students in a range of formats including web, video, and audio for use by colleagues and students
3. To contribute to, and assist with, training delivery and awareness sessions, including creating relevant materials, scheduling, and administration.
4. To communicate with colleagues regarding the features of MyBeckett and related learning technologies, promoting their use and supporting colleague and student engagement.
5. To deliver our established excellent customer service practice, supporting the continuous enhancement of our service levels e.g., response times, quality of support and service availability.
6. To support the continuous enhancement of MyBeckett and related learning technologies, including
   - Contributing to system upgrade preparation, testing, and troubleshooting
   - Documenting changes and technical requirements.
7. To collect, analyse, interpret, and present service data and information for a range of audiences, particularly in support of quality assurance initiatives and annual reporting
8. To work collaboratively with colleagues to achieve University, Service and Team objectives
9. To comply with all legislative requirements including accessibility, data protection, cybersecurity, copyright, intellectual property, licensing and related University regulations and procedures.
10. 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.
11. To participate in relevant development activities and develop new skills and competencies to meet the evolving needs of the service. Assist in the training and mentoring of new colleagues.
12. 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 4 (£ ).  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 begins at 28 days.
Hours of work per week = 37.

## Probationary Period

Appointment to this position may be subject to a probationary period of up to 6 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 xxxxxxxxx on either 0113 812xxxx or xxxxxxx@leedsbeckett.ac.uk who will be able to provide you with a hard copy application form.

**Leeds Beckett University – Employee Specification**        **Ref:**

| Post Title | Digital Learning Advisor | Grade 4 |
|---|---|---|

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 or proven relevant professional experience / certification. | ✓ | Application |
| 2. Excellent IT/digital skills, and experience of enhancing and supporting customer facing software services. | ✓ | Application/Interview |
| 3. Experience of writing guidance materials in a range of formats for diverse audiences e.g., web / HTML, audio, video. | ✓ | Application/Interview |
| 4. Experience of supporting use of learning and teaching technologies, particularly Portals, VLEs, ePortfolio and assessment systems. | ✓ | Application/Interview |

| Performance Attributes<br><br>Please note that all the following criteria are **essential**. | Method of Assessment (Application/ Interview/Test/Other) |
|---|---|
| **PLANNING & ORGANISATION**<br><br>5. Ability to organise, prioritise and co-ordinate own workloads to meet deadlines and demonstrate flexibility where required. | Application/Interview |
| **SERVICE DELIVERY**<br><br>6. Commitment to provision of high-quality services, including experience of monitoring service standards, maintaining service records, continuously improving systems and processes to enhance service quality, and encouraging and acting on feedback to provide a positive user experience. | Application/Interview |
| **TEAMWORK**<br><br>7. Ability and enthusiasm for contributing to multi-disciplinary project teams and networks within and beyond our University on complex projects involving diverse user requirements. | Application/Interview |
| **COMMUNICATION**<br><br>8. Excellent communication and advocacy skills, including the ability to communicate complex information to audiences with a mixed level of understanding in a clear logical manner using a range of formats. | Application/Interview |
| **CREATIVITY & INNOVATION**<br><br>9. Ability to work independently and demonstrate initiative, using excellent problem-solving skills to resolve technical support queries. | Application/Interview |
| **LEARNING & DEVELOPMENT**<br><br>10. Appreciation of the importance of developing new skills, of keeping up to date with developments in the sector, and a willingness to assist in training and mentoring colleagues. | Application/Interview |
| 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. | |