

Leeds Beckett University – Job Description

Ref:

School/Service	Library and Learning Services
Section	Digital Learning and Research Services
Post Designation	Digital Learning Support Team Leader
Grade	6
Post to which directly responsible	Digital Learning Development Manager
Posts for which directly responsible	Senior Digital Learning Advisors, and Digital Learning Advisors.
Purpose of Job	
<p>To lead and manage a team of colleagues delivering specialist support to users of our digital learning technologies e.g., the Portal and Virtual Learning Environment, and assessment platforms.</p> <p>To manage the user support and platform maintenance / upgrade / testing aspects of the Digital Learning Service on a day-to-day basis.</p> <p>To develop the Digital Learning support service based on users' needs, adopting good practice.</p>	
Responsibilities	
<ol style="list-style-type: none"> 1. Line management responsibility for a team of user support focused colleagues including communication, management of performance and attendance, and assisting with recruitment. 2. To induct, develop, train and coach team members in delivering excellent customer care, to support users of our technologies and service. 3. To communicate the vision and values of our University. 4. To manage the day-to-day operational delivery of a colleague and student support enquiry service for the Portal and Virtual Learning Environment (MyBeckett) and related learning technologies. 5. To contribute to planning and identify future demands. Anticipate and initiate solutions and adaptations to improve the service based on good practice and users' needs, and lead others to do so. 6. To develop objectives, service standards and performance metrics for the Digital Learning support service, and ensure work is delivered to appropriate standards 7. To interpret service data and present insights. Target team training and service development accordingly. 8. To co-ordinate creation and regular refresh of support service menus and procedures. 9. To co-ordinate platform upgrades, maintenance, and testing. 10. To work collaboratively with colleagues and suppliers to achieve University, Service and Team objectives, including on cross-University projects involving technology, and to enhance service delivery 11. To manage team members that receive, diagnose, and resolve queries; create and maintain a support rota; be on the rota and answer queries yourself (via multiple methods including telephone and email); handle escalated queries; provide support rota cover when team members are unavailable. 12. To promote the digital platforms / service and support stakeholder engagement. 13. 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. 14. To arrange and participate in relevant colleague and team development activities, to develop new skills and competencies to meet evolving service needs. Keep up to date with professional developments in the fields of education, leadership and management, and any relevant technology or service developments 15. To ensure compliance with legislative and policy requirements including web accessibility, data protection, cybersecurity, copyright, intellectual property, licensing and related University regulations. 16. To take on any other duties commensurate with the grade. 	

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 Learning Support Team Leader	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 in a relevant field e.g. digital / IT / education, and/or relevant professional experience / qualification	✓	Application
2. Evidence / a proven track record of leading and managing an effective digital / IT team	✓	Application/ Interview/Other
3. Ability to take the lead in managing, delivering, and developing the day-to-day operational delivery of a digital support service.	✓	Application/ Interview/Other
4. Experience of supporting a range of digital learning technologies to a high standard, including Portals and Virtual Learning Environments, assessment and e-portfolio platforms, and productivity / collaboration suites e.g., Microsoft 365.	✓	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 a support service in line with good practice in the sector and to develop associated service standards and evaluation mechanisms.	
SERVICE DELIVERY	Application/ Interview/Other
6. A proven track record in delivering change and service developments, building relationships with stakeholders in a positive, proactive, and consultative way.	
TEAMWORK	Application/ Interview/Other
7. Demonstrate excellent interpersonal and communication skills to forge effective working relationships and inspire confidence in others. Develop effective working relationships with internal and external colleagues and stakeholders.	
COMMUNICATION	Application/ Interview/Other
8. Excellent interpersonal skills to communicate effectively with users via a variety of methods, using creative thinking and initiative in resolving their queries.	
LEARNING & DEVELOPMENT	Application/ Interview/Other
9. Understanding and knowledge of the higher education sector and the role of digital services in supporting learning, teaching, and research.	
LEARNING & DEVELOPMENT	Application/ Interview/Other
10. Ability to induct, train, mentor, and coach a team of colleagues in delivering the highest standard of customer care and in being able to make customer focused decisions.	

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](#).