Leeds Beckett University – Job Description   Ref:

School/Service	**Library and Learning Services**
Section	**Digital Learning and Research Services**
Post Designation	**Senior Digital Learning Advisor**
Grade	**Grade 5**
Post to which directly responsible	**Digital Learning Support Team Leader**
Posts for which directly responsible	**None**

Purpose of Job

To provide specialist training, deliver multi-tiered support, manage content and co-ordinate technical and service development for the University digital learning platforms and tools.

Responsibilities

1. To deliver a multi-tiered user / technical advice and support service to colleagues and students in the use of digital learning platforms, via telephone and email
2. To promote the digital platforms / service and support stakeholder engagement
3. To plan, design and deliver University training for course teams and students in the use of the Virtual Learning Environment, Portal and related digital learning platforms
4. To design and create appropriate support and training materials, and learning objects, in a range of interactive formats including web, video and audio for use by colleagues and students
5. To maintain, configure and enhance a range of digital learning platforms and tools:
   a. Co-ordinate platform upgrades
   b. Troubleshoot and test platforms and tools
   c. Support platform compliance with service standards e.g. availability / uptime
   d. Maintain accurate electronic records consistent with established guidelines on data storage.
   e. Document and authorise changes and technical requirements
   f. Support / co-ordinate technical maintenance and enhancement projects / tasks
6. To collect, analyse, interpret and present service data and information for a range of audiences. Support quality assurance initiatives, annual reporting and analysis of queries to ensure compliance with service standards / target training and service development
7. 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
8. To work collaboratively with colleagues to achieve University, Service and Team objectives
9. 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.
10. To comply with all legislative requirements including accessibility, data protection, cybersecurity, copyright, intellectual property, licensing and related University regulations and procedures.
11. To participate in relevant development activities and networks to 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 our 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 5 (£). 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.

Post Title	Senior Digital Learning Advisor	Grade 5

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, substantial, relevant professional experience / certification.	✓	Application
2. Experience of supporting use of teaching and learning technologies, including Portals, VLEs, ePortfolio and assessment systems	✓	Application/ Interview/Other
3. Experience of planning and delivering digital training, writing guides and authoring content in a range of formats.	✓	Application/ Interview/Other
4. Knowledge of development, using web technologies such as HTML / CSS, with awareness of testing and troubleshooting techniques.	✓	Application/ Interview/Other

Performance Attributes Please note that all the following criteria are **essential**.	Method of Assessment (Application/ Interview/Test/Other)
PLANNING & ORGANISATION 5. Ability to ensure own and project workloads are organised to meet tight deadlines by setting clear objectives, planning work activity and monitoring progress.	Application/ Interview/Other
SERVICE DELIVERY 6. Evidence of a commitment to the provision of high-quality services, including experience of monitoring service standards, continuously improving technologies to enhance service quality and encouraging feedback to provide a positive student experience for digital academic delivery.	Application/ Interview/Other
TEAMWORK 7. Ability and enthusiasm for leading and contributing to multi-disciplinary project teams and networks within and beyond our university on complex projects involving diverse user requirements.	Application/ Interview/Other
COMMUNICATION 8. Excellent interpersonal skills and an ability to convey complex information and ideas in an accessible and engaging way with a range of internal and external contacts using a range of training delivery / communication methods.	Application/ Interview/Other
CREATIVITY & INNOVATION 9. Ability to take a leading role in identifying, documenting, analysing, developing, implementing and evaluating initiatives to improve processes in order to enhance service delivery.	Application/ Interview/Other
LEARNING & DEVELOPMENT 10. Demonstrate commitment to, and active engagement with, personal and professional development to support the pedagogic requirements of stakeholders in the higher education environment.	Application/ Interview/Other
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.	