

Learning Technology Coordinator

Job Specification

Date created: July 2022

JOB DESCRIPTION

Employment status:	Permanent, full time
Hours:	Full time hours at UCEM are 35 per week, Monday to Friday 9.00 a.m. to 5.00 p.m. and this role follows this pattern
Location flexibility:	The place of work for this role is Split between the Horizons office in Reading and your home*; the exact split of days/hours is negotiable but must include a minimum of one working day spent at Horizons per week. However, you may work more in the office should you wish *Please note working at home is only possible if your environment meets certain conditions – see our Future Ways of Working at UCEM document
Department:	Technology & Academic Services
Line manager:	Nicholas Fenge, Online Education Core Services Manager

Role summary

The Core Services team is a critical function which supports the learning technologies which UCEM employs to deliver its learning and teaching. The team (Learning Technology Coordinators and Manager) administrates the learning technologies, undertaking tasks such as student enrolments on programmes, liaising with third party suppliers and with hosting providers. We provide a helpdesk function to students/staff, answering enquiries and producing user guidance to support the use of the learning technology. You will also be working closely with Learning Designers on module development and the build of HE Academic courses onto the learning platform. This is a technical helpdesk role in which customer service is crucial; the team will also be expected to always deliver excellence in their work.

Role accountabilities and responsibilities

- Ensure that the scheduled processes for the Virtual Learning Environment (VLE), Online Academy and other learning technology systems are successfully run.
- Work collaboratively with the Module Development Team (Module Leader and Learning designer) to set up modules on the VLE.
- Provide a final quality check for all material published on the VLE, ensuring that content meets UCEM branding, accessibility, naming requirements, and that UCEM has the relevant permissions to publish third party material.
- Advise colleagues on the functionality of the VLE, and other learning technology that are used by UCEM. Develop user guides and support internal users as required – this will include training.
- Manage technical queries from internal users, taking ownership of queries from start to completion, ensuring issues are identified, investigated, and resolved.

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- Work within the agreed Service Level Agreement for the Core Services Team at all times.
- Undertake any other duties which fall within the scope of the role and may be required from time to time.

Line management responsibility:	NO
Budget responsibility:	NO
<u>In this role you will liaise with:</u> Learning Designers, Module Leaders, Student Engagement team and third party suppliers	

PERSON SPECIFICATION

Assessment Criteria: A = Application I = Interview T = Test

X denotes both essential and desirable requirements plus how these will be assessed

Qualifications and training	Essential	Desirable	A	I	T
GCSE Maths and English Language Grade C or 4 or above	X		X		
Further education level qualifications		X	X		
Degree level qualification		X	X		
IT systems or e-learning qualification		X	X		
<i>Please be aware that as part of onboarding processes, we will seek original documentary evidence of the relevant academic and/or professional qualifications which you include within your job application</i>					
Previous experience	Essential	Desirable	A	I	T
Working within a Helpdesk function	X		X	X	
Following standards and procedures	X		X	X	
Technical experience*/Knowledge of working with a Virtual Learning Environment (VLE), Learning Management System (LMS), *Includes providing technical support	X		X	X	
Experience of HTML and comfortable dealing with code (hand-coding)		X	X	X	
Skills, knowledge, and aptitudes	Essential	Desirable	A	I	T
Excellent telephone manner and customer care/customer service skills	X		X	X	
Understanding of e-learning and online technologies for online learning environments (e.g. experience as a student using a VLE or LMS platform)	X		X	X	
Digital skills: We use MS Office which includes Teams, Outlook, Word, Excel, and PowerPoint	X		X	X	
Technical, analytical or programming mind-set		X	X	X	

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Excellent communication skills – written and verbal	X		X	X	
Ability to explain technical points clearly and simply	X			X	
Logical and methodical approach; organised and patient	X			X	
Ability to work to deadlines and manage competing priorities, in a busy working environment, with minimum supervision	X			X	
Ability to adapt readily to changing circumstances	X			X	
Other requirements or special requirements	Essential	Desirable	A	I	T
Alignment to the UCEM core values of Passion, Integrity, Excellence and Support; all employees are expected to demonstrate our values at work: https://www.ucem.ac.uk/core-values/	X			X	
Commitment to delivering positive outcomes for our students; we want our students to be successful	X			X	
You must be prepared to undertake compulsory online training should you be appointed; this includes Data Protection, Health & Safety, Safeguarding, Prevent, and Anti-bullying, Harassment and Sexual Misconduct	X			X	

PAY & BENEFITS

- Salary range £25,000 to £28,000 per annum
- 26 days paid holiday (rising to 28 with service) plus paid bank/public holidays plus up to 5 paid closure days (typically between Christmas and New Year); all per holiday year Full Time Equivalent. Our holiday year runs from 1 August to 31 July. We also have a holiday buy and sell scheme in place. Sometimes UCEM does not need to close for 5 days per year and any balance, for example 1 day, can be used as a paid Wellbeing Day to take time out for your own physical or mental health.
- Pensions auto-enrolment to the People’s Pension salary exchange scheme (the term we use for salary sacrifice). You may opt out of salary exchange but remain in the scheme, or you may choose to opt out altogether.
- Wellbeing support and full access to the Employee Assistance Programme. This includes mental health support; several UCEM employees are trained Mental Health First Aiders.
- Car parking may be available at our Horizons office; this depends on your designated place of work and working pattern, as well as parking availability; you may ask to join the waiting list. Do not assume you will have parking when you start employment; you must plan for alternative travel to work if attending Horizons.
- Cycle to Work salary sacrifice scheme and access to Tax-Free Childcare (Government scheme).
- Life assurance cover.
- Employer-funded Health Cash Plan (Simply Health)
- Charity giving options available.
- As a UCEM employee you will have access to Microsoft Office 365 applications for personal use.

On the [Join the team](#) page of our website, you will find the full list of employee benefits at UCEM

APPLICATION PROCESS

All job applications must be sent to recruitment@ucem.ac.uk and if you apply via a jobs board, please make sure you have sent all required documents otherwise we will be unable to consider your application.

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Please send the following to recruitment@ucem.ac.uk (you will receive an auto-response):

1. Your up-to-date CV;
2. A covering letter or email message outlining your suitability* for the role; AND
3. A completed [Recruitment Check Form](#) which is available from the *Current vacancies* page of our website.

The above items constitute a complete job application. *We hope you take time to consider the UCEM values when you prepare your job application. You may also wish to consult our vision and strategy document: <https://www.ucem.ac.uk/our-vision/>

Internal applicants are advised to inform their line manager of their application.

NO AGENCIES: We are not using agencies for this vacancy and we cannot accept any CV submissions. Please do not contact us as we can only repeat this message.

Informal discussion

If you are unsure whether to apply, perhaps because you do not meet all essential criteria, we encourage you to call the hiring manager to discuss this further (details below). If you are excited by this vacancy do not rule yourself out; it still might be worth applying.

For an informal discussion about the role please contact Nick Fenge on 0118 467 2226 or email n.fenge@ucem.ac.uk.

For any other enquiries please contact HR on 0118 467 2433 or email recruitment@ucem.ac.uk

Closing date and next steps

Friday 02 September 2022 at noon.

HR will screen all applications in person and all applicants will receive a response confirming the status of their application. We value the time taken to make a job application and the interest shown in UCEM.

Interview details

Dates for interview will be advised to you later in the process.

Please indicate on your Recruitment Check Form any dates that you cannot make, up to 4 weeks from the closing date. This helps us to plan interviews should you be shortlisted, prior to contacting you.

Applications may be reviewed prior to the closing date and occasionally, you may be invited to interview ahead of the closing date.

Interviews are normally carried out over Zoom or Microsoft Teams, however we may invite you to visit our Reading office.

Please be prepared for a two-stage interview process, held on different dates. As part of the interview process, you will meet with a member of the Senior Leadership Team. Sometimes we may conduct a telephone interview at first or second stage.