

### **JOB DESCRIPTION**

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|--------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Job Title:</b>                          | e-Learning Support Advisor                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Department:</b>                         | DICE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Contract:</b>                           | Permanent, Full-time                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Salary Range:</b>                       | £24,715 - £25,285 per annum                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Salary Grade:</b>                       | SS2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Report To:</b>                          | Senior e-Learning Developer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Job Purpose:</b>                        | To provide first line administrative support to staff and students so that they may effectively use the university's virtual learning environment (Canvas) and associated integrations for online study and assignment submission.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Main Duties &amp; Responsibilities:</b> | <ol style="list-style-type: none"> <li>1. Acting as first point of contact for e-Learning queries to ensure a first-class customer service to staff and students (both face to face and online).</li> <li>2. Supporting academic departments with their assignment launches to ensure that students are comfortable using online systems to submit their assignments.</li> <li>3. Providing guidance/training to university departments to support their maintenance of Canvas sites and corresponding online content.</li> <li>4. Providing staff with access to Canvas sites as and when required.</li> <li>5. Assisting the DICE team by testing operational functions within Canvas and its associated integrations following software upgrades.</li> <li>6. Updating training support materials (such as Canvas support pages, FAQs and user guides).</li> <li>7. Representation at subject board meetings/board of studies to ensure the DICE team maintain pro-active, efficient means of communication across the university.</li> <li>8. Providing the DICE team with methods of evaluation (such as the gathering of feedback via focus groups or end user surveys).</li> <li>9. To ensure practice is in line with the requirements of the</li> </ol> |

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|  | <p>General Data Protection Regulations.</p> <p>10. To commit to upholding the principles of Safeguarding and the PREVENT agenda.</p> <p>11. Any other duties commensurate with the nature and grade of the post.</p> |
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**PERSON SPECIFICATION**

| <b>Post:</b>                                    | e-Learning Support Advisor                                                                                                | <b>Weighted criteria</b> |
|-------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|--------------------------|
| <b>Experience:</b>                              |                                                                                                                           |                          |
| 1                                               | Experience working in a client-focused environment                                                                        | X                        |
| 2                                               | User of browser-based applications such as a virtual learning environment                                                 | X                        |
| 3                                               |                                                                                                                           |                          |
| 4                                               |                                                                                                                           |                          |
| 5                                               |                                                                                                                           |                          |
| <b>Skills &amp; Abilities:</b>                  |                                                                                                                           |                          |
| 6                                               | Excellent written and verbal communication skills                                                                         |                          |
| 7                                               | High-level of IT skills across a range of systems including MS Office (particularly Word, Excel and PowerPoint)           |                          |
| 8                                               | High-level of organisational skills, with the ability to prioritise and manage workload effectively.                      |                          |
| 9                                               | Ability to maintain accuracy whilst working to tight deadlines                                                            |                          |
| 10                                              | Ability to work on own initiative but also as an effective team member                                                    |                          |
| <b>Education &amp; Qualifications:</b>          |                                                                                                                           |                          |
| 11                                              | Relevant qualification in eLearning or similar.                                                                           | X                        |
| 12                                              |                                                                                                                           |                          |
| 13                                              |                                                                                                                           |                          |
| 14                                              |                                                                                                                           |                          |
| 15                                              |                                                                                                                           |                          |
| <b>Training &amp; Professional Development:</b> |                                                                                                                           |                          |
| 16                                              | Willingness to participate in training and professional development as required                                           |                          |
| 17                                              |                                                                                                                           |                          |
| 18                                              |                                                                                                                           |                          |
| 19                                              |                                                                                                                           |                          |
| 20                                              |                                                                                                                           |                          |
| <b>Other:</b>                                   |                                                                                                                           |                          |
| 21                                              | Flexible approach to work.                                                                                                |                          |
| 22                                              | An understanding of the principles of Safeguarding and the PREVENT agenda in the context of further and higher education. |                          |
| 23                                              |                                                                                                                           |                          |
| 24                                              |                                                                                                                           |                          |
| 25                                              |                                                                                                                           |                          |

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