

JOB DESCRIPTION

Job Title:	Senior Learning Technology Officer	Grade:	SG6
Department:	Greenwich Business School	Date of Job Evaluation:	July 2023
Role reports to:	Faculty Learning Technology Manager	SOC Code	N/A
Direct Reports	N/A		
This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.			

PURPOSE OF ROLE:

Greenwich Business School's Learning Technology Team are looking to appoint a proactive skills trainer with experience and interest in supporting staff training needs with upcoming /existing technologies in a higher education setting.

The role holder will be expected to work alongside the Faculty Learning Technology manager to plan, implement the training of specialist Business School related software/ hardware to staff and students. This is an exciting opportunity for an enthusiastic individual to join a high achieving team working towards university strategy vision.

KEY ACCOUNTABILITIES:

Team Specific:

- Contribute to developing training goals for each school and centre.
- Identify the effectiveness and efficiency of Faculty-specific learning technologies, and work with colleagues to support and implement relevant changes.
- Plan and deliver IT training events required for the Business school.
- Assist and implement the streamlining internal and external training processes across the whole of GBS.

Generic:

- Participate in school focus/ peer groups for systems testing and feedback
- Facilitate access to expertise, services and resources relating to technology-supported learning.
- Research training providers and organise relevant training for staff.
- Keep up to date with Software maintenance and renewal.

- Actively identify and work alongside relevant teams to meet training requirements.
- Create written, video, and online learning resources, and contribute to the delivery of training, to support users of learning technologies within the faculty.

Managing Self:

- Actively keep abreast of new technological developments related to Learning and Tech developments.
- Self-motivated with the ability to work accurately under pressure to meet deadlines, and during periods of high demand.
- Able to work independently and with high levels of thought and astute action.
- Able to identify need proactively and independently, in response create/develop robust processes, systems and solutions to address that need.
- Team-focused, and able to work closely with colleagues to ensure excellent and timely support for users is developed and maintained.
- Build and maintain positive relationships with a range of internal and external stakeholders.
- Responsible for maintaining own continuous specialist development, acquiring relevant skills and competencies, and keeping up to date with developments in new technologies and their applications in a university setting.
- Careful to always maintain confidentiality.

Core Requirements:

- Adhere to and promote the University's policies on Equality, Diversity and Inclusion and Information Security;
- Ensure compliance with Health & Safety and Data Protection Legislation;
- Support and promote the university's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible
- Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content.

Additional Requirements:

Undertake any other duties as requested by the line manager or appropriate senior manager, commensurate with the grade.

This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working hours, to ensure that Greenwich Business School Learning Technology Team delivers the required level of service.

KEY PERFORMANCE INDICATORS:

- Effective and efficient learning technologies support, ensuring a positive staff, student, and stakeholder experience.
- Timely production and delivery of work, meeting deadlines as required.
- Building effective relationships with key stakeholders.
- Contribution to the team ethos and effectiveness.
- Proactive organisation skills to ensure smooth delivery of key services

KEY RELATIONSHIPS (Internal & External):

- ILS Central Systems team
- GBS professional Service
- Faculty Operating Officer
- GBS Academics and Senior Team
- External Suppliers

PERSON SPECIFICATION
Essential
Experience

- Previous experience in VLE administration within higher education
- Relevant IT training in core Business school technology.
- Knowledge and understanding of learning and technology within the HE sectors.
- Knowledge and awareness of educational issues involved in e-learning, and the use of learning technologies in teaching and learning.
- Knowledge and use of VLEs and other learning technologies.
- Good understanding of trends in use of learning technology.

Desirable
Experience

- Understanding of VR technology
- Usage of green screen/ podcasting software
- Knowledge and understanding of copyright and general Data protection.
- Experience of video production and basic editing.
- Experience of web authoring and design,
- 3D Printing

<p>Knowledge</p> <ul style="list-style-type: none"> • Proficiency in Excel – Able to create reports and compile statistics as required. • Knowledge of accessibility and UX design <p>Skills</p> <ul style="list-style-type: none"> • Ability to build and maintain relationships with key stakeholders in a professional manner. • Ability to plan projects effectively, ensuring that clear objectives are set. • Ability to anticipate potential problems / anomalies and deal with them before they become major issues, taking the initiative to develop solutions to problems • Ability to work proactively and effectively without close supervision, with the capacity to adapt to the demands of an often pressured and highly varied role. • Excellent communication and interpersonal skills (in writing, over the phone and in person), including the ability to communicate technical issues to a non-technical audience. • Excellent IT Skills and proficient user of Microsoft Office. <p>Qualifications</p> <ul style="list-style-type: none"> • A first degree, ideally in the relevant discipline or any other relevant experience. 	<p>Knowledge</p> <ul style="list-style-type: none"> • N/A <p>Skills</p> <ul style="list-style-type: none"> • N/A <p>Qualifications</p> <ul style="list-style-type: none"> • N/A
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Personal attributes

- We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Inclusive, Collaborative and Impactful

Personal attributes

- N/A