JOB DESCRIPTION

Job Title: Operations Manager (Greenwich Online)

Grade: SG8

Department: Greenwich Online

Responsible to: Associate Director of Greenwich Online

Responsible for: Learning Technologists Greenwich Online

Key Contacts: N/A

Standard Occupational Classification (SoC code): N/A

Non-Contractual Nature of Role Profile: 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
The University of Greenwich has an ambitious strategy to 2030 entitled This is Our Time. An important priority within the strategy is to establish an excellent online
learning provision, establishing new innovative programmes along with supporting
existing provision to develop further.

Working closely with the Associate Director and University stakeholders, this new role joins at an exciting time and will be pivotal in the planning, implementation and delivery of new online provision.

In the initial stages of this role there will be a heavy focus on the operational establishment of Greenwich online, putting in place solid foundations on which our online offer will grow. This requires an individual who can work proactively and independently as we look to scale.

Over time and supporting an ambitious growth strategy focused on quality, the post holder will ensure effective operational delivery of the Greenwich Online portfolio, taking the lead in improving business processes, and coordinating work within a growing Greenwich online team.

KEY ACCOUNTABILITIES

Team Specific:
- To provide operational leadership and management for Greenwich online end-to-end student journey; maintaining oversight and guiding direction based on student feedback, technical best practice and market intelligence.
- To line manage, supervise and professionally support Greenwich Online Learning Technologists to include objective setting, one to one meetings, development activities, performance management and induction.
- Provide technical leadership for Greenwich Online virtual learning environment (VLE) and associated core systems, delivering excellent online experience and ensuring internal policies are followed and technical operation meets regulatory compliance.
- To lead development and review of wider learning tooling used within the VLE and as part of fully online study; creating an evolving roadmap of future improvements to support the needs of fully online internationally diverse cohorts.
- To play a lead role in establishment of the online provision, creating policy and process guidance to support Greenwich Online course development, student support and aligned ways of working.
- To liaise and collaborate extensively with internal and external stakeholders in establishing Greenwich Online provision.
- Function in a scrum master capacity across the wider Greenwich Online team, leading on fortnightly sprint planning, ensuring that working practices are followed, internal tasks are allocated and outcomes documented appropriately.
- To ensure timely launch and availability of modules for online students.
- To be the main point of contact relating to technical/operational issues for Greenwich Online.
- To author reports and present detailed recommendations and evaluations on operational elements of online provision.
- To input into budget planning for Greenwich Online, understanding financial drivers and maintaining awareness of overall performance.
- To act as a representative for Greenwich Online, internally and externally.

Generic:
- To manage and support others in a collegiate and effective way.
- Ability to strategise and prioritise competing work tasks in a timely and efficient manner.
- Able to assimilate multiple sources of complex information.

Managing Self:
- To engage in continuous personal and professional development activities in the areas of online education and digital technologies.
- Motivated to deliver to high standards, working independently and with others.
- To be able to work proactively and to deadlines.
- Excellent attention to detail.

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 the department delivers the required level of service.

KEY PERFORMANCE INDICATORS:
- These will be set and agreed with the line manager, following appointment and then reviewed periodically.

KEY RELATIONSHIPS (Internal & External):
- Staff within the Faculties, including Programme/Module Leads, Operating Officers and Associate Deans (Student Success)
- Staff within Professional Services Directorates, including Information and Library Services (ILS), Student and Academic Services (SAS), Academic Learning and Enhancement (ALE), Marketing and External Relations (MER)
- University and external networks relating to online provision.

PERSON SPECIFICATION

EXPERIENCE:

Essential Criteria
- Demonstrable experience of technical and operational leadership within digital education; for example, in a product owner, senior manager/technical or project manager capacity.
- Extensive VLE administrative and development experience (Eg Moodle).
- Experience of developing and supporting digital education within a Higher Education/University setting.
- Experience of planning and establishing organisation wide initiatives
- Experience of collaborative working across departments to deliver educational improvements.
- Knowledge of technical standards and compliance considerations relating to digital education.
- Line management of central services team

Desirable Criteria
- Scrum management within an agile working environment
- Budget planning and management experience
- Knowledge of HE regulations and policy relating to online study
- Technical knowledge of API's
- Technical knowledge and application of VLE integrations
- Experience of working with student records systems

SKILLS:

Essential Criteria
- Strong leadership and interpersonal skills
- Strong oral, presentation and written communication
- Ability to assimilate complex information into high level reports
- Excellent IT skills and technical competency, including MS Office and project management software
- Ability to prioritise and work under own initiative
- Ability to inspire and support others to work towards shared goal

Desirable Criteria
- Financial acumen
- Matrix management

QUALIFICATIONS:

Essential Criteria
- Experienced to degree level or equivalent work experience.

Desirable Criteria
- Project management qualification
- Leadership qualification
- CMALT and/or Associate fellowship of HEA.

PERSONAL ATTRIBUTES:

Essential Criteria
- We are looking for people who can help us deliver the values of the University of Greenwich: Inclusive, Collaborative and Impactful.
- Approachable and communicative
- Proactive and enthusiastic
- Committed to enabling online education

Desirable Criteria
- N/A