

JOB DESCRIPTION

Job Title: Online Course Coordinator

Grade: SG6

Department: Vice Chancellor's Office

Responsible to: Operations Manager (Greenwich Online)

Responsible for: NA

Key Contacts: Operations Manager, Production Manager, Learning Designer, Module Leads, Programme Leads, Learning Resource Designers, Digital Interns, Associate Director of Greenwich Online.

Standard Occupational Classification (SoC code):

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.

A key part of Greenwich Online, the Online course coordinator will ensure effective delivery and timely availability of module activities across a growing portfolio of courses. An expert in administration and use of virtual learning environments (VLEs) to support online learning, they will work closely with other Greenwich Online colleagues to shape technical improvements that benefit student and staff experience.

Reporting to the Operations Manager (Greenwich Online) the Online Coordinator will lead the setup, configuration and final technical checks of our online courses before they go live to students. Once courses are live, this role will be a key contact for queries related to the availability and functionality of the Greenwich Online environment. A keen eye for detail and a passion for creating high quality education experiences for our students is required for this position.

KEY ACCOUNTABILITIES

Team Specific:

- Ensure Greenwich Online course content is available, configured and launched in a timely manner.
- To provide support as and when required for Greenwich Online course development escalating any issues as required.
- Undertake management of Greenwich Online module master templates including configuration and periodic testing and checks.
- Undertake testing of courses materials, content and associated resources as and when required.
- Create guides and support materials where applicable for circulation.
- Provide support for the updating and testing of learning technology software including Moodle, Turnitin, Mahara and Panopto.
- Plan, design and deliver training and technical support to academic and professional staff working on Greenwich Online as and when required.
- Support the wider Greenwich Online team in designing and developing innovative, effective and accessible online courses.
- Work to ensure compliance with relevant legislative requirements including data protection, copyright and accessibility.
- Maintain high standards of service through effective verbal and written communication and a positive collaborative approach, supplying data and reports as required.
- Respond to technical queries as and when required taking a solution focused approach to problem solving.
- Provide up-to-date knowledge and expertise in the field of Learning Technology to assist Greenwich Online.

Generic:

- To communicate effectively exhibiting tact and diplomacy dealing with others.
- To support others in a collegiate and effective way
- Ability to manage workload, prioritising competing work tasks in a timely and efficient manner.
- Develop strategic and effective relationships with colleagues.
- Ensure support, advice and guidance is provided to colleagues as required in a timely manner, supporting an inclusive and accessible learning environment
- Ensure that new and current learning technologies are deployed effectively for Greenwich Online staff and students.
- Oversee and identify any issues with Greenwich Online and associated learning tools in a timely manner.

Managing Self:

- To engage in personal and professional development activities.
- Motivated to deliver to high standards, working independently and with others.

- Working flexibly, provide cover and collaborative support to colleagues as and when required.
- To be able to work proactively and to deadlines.
- Excellent attention to detail and a drive to provide a high-quality experience for Greenwich students.
- Keep informed of key learning technologies and disseminate this insight.
- Behave in a manner that reflects a university stakeholder within an ethos driven university, by representing its values and creating a safe, respectful, and equality driven working atmosphere.
- Develop and continuously evaluate relationships of a positive nature with stakeholders within, across and beyond the university.

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.

Key Relationships (Internal and External):

- Line Manager: Operations Manager (Greenwich Online)
- Learning Designers
- Learning Resource Designers
- Module Leads
- Production Manager

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 Online 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.

PERSON SPECIFICATION

EXPERIENCE:

Essential Criteria

- Experience managing virtual learning environments and content management systems (e.g. Moodle).
- Experience of supporting online course design and development.
- Experience of using and supporting the deployment of learning technologies within a HE educational setting or aligned relevant sector.
- Understanding of the complex ecosystem of university systems, protocols, and practices.
- Knowledge of or assisting in the delivery of teaching, within a HE educational setting, or aligned relevant sector.
- Familiarity with the major concepts of TEL and digital pedagogy.
- Experience generating ideas and understanding about how to improve digital systems, technologies, and tools, as well as deploy them within an educational setting.
- Ability to analyse, interpret, and understand learning analytics, whether qualitative or quantitative, with respect to learning technologies, and present suggestions or information in a clear and concise format with respect to it.
- Experience using Microsoft O365 / Adobe Creative Cloud.
- Experience of working collaboratively in a team.

Desirable Criteria

- Experience building and running online courses.
- Experience configuring and supporting activities through e-portfolio tools.
- Experience of editing content and digital materials.
- Working knowledge of digital accessibility standards.
- CMALT accreditation.

SKILLS:

- Awareness of new technologies and their impact on the educational sector.
- Ability to support staff to use technology in their teaching, learning and professional practices.
- Knowledge of Moodle course design, delivery, and content.
- Ability to design and deliver workshops, teaching sessions and training events to large groups of professional colleagues.
- Ability to create original content and incorporate it into a VLE asynchronous resource space.

- Ability to use a range of visual, auditory, and kinaesthetic technologies to produce a diverse range of high-quality self-teaching resources that are suitable for business dissemination.
- Ability to evaluate and enhance own practice.
- Ability to share and champion colleagues' best practices.
- Ability to assess the potential of new technologies for enhancing educational practice in a university setting.
- Ability to support inclusive and accessible educational practice.
- Ability to always work proactively and professionally with others.
- Ability to work in line with university strategy and team priorities.

Essential Criteria

- Excellent IT skills
- Excellent interpersonal skills
- Ability to work to deadlines

Desirable Criteria

- Experience administering VLEs such as Moodle
- Experience using csv for data import / export in learning systems.

QUALIFICATIONS:

Essential Criteria

- Educated to degree level with relevant experience in a professional area.

Desirable Criteria

- Associate Fellowship or Fellowship of the HEA.
- CMALT accreditation

PERSONAL ATTRIBUTES:

Essential Criteria

- Enthusiastic about online learning and widening access to education
- We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Inclusive, Collaborative and Impactful.