JOB DESCRIPTION

Job Title: BioMed Online Learning Resource Designer

Grade: SG5

Department: Faculty of Engineering and Science - School of Science

Responsible to: Senior Product Manager

Responsible for: N/A

Key Contacts: Senior Product Manager, Operations coordinators, BioMed online tutors and authors, IT support team, Academic Director, Business Development Director.

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

To work with the Senior Product manager to support the development, enhancement, and delivery of BioMed online modules by providing expertise in digital learning technologies, instructional design support, and administrative management of learning platforms and processes.

The job holder will be a key point of contact for the team in the design, update and creation of digital materials and resources for online curriculum. Fielding questions and providing best practice guidance, they work in partnership with academic colleagues and course authors to ensure our course content is of high quality and accessible.

Reporting to the Senior Product Manager and working closely with Module Leads and Authors, this role will focus on actions to maintain quality standards, create learning resources and advise on suitable approaches and tools available to create materials.

KEY ACCOUNTABILITIES

Team Specific:

- To support the setup, configuration, and ongoing management of the Virtual Learning Environment (VLE) and associated tools.
- Work closely with the Senior Product Manager to ensure all enhancements align with programme standards, strategic direction, and best practice in digital learning design.
- To be responsible for the quality assurance of digital content and media material for use in online module delivery.
- To refine and refresh the presentation of online module materials to ensure clarity, accessibility, and alignment with current pedagogical design principles, while maintaining the high quality and integrity of the existing content.
- To work proactively in ensuring module materials are created within defined timescales and that any issues or queries that might delay module development are resolved or highlighted.
- To collaborate and advise staff in the creation of digital learning materials across a variety of formats e.g. video, podcasts, interactive quizzes, and images.
- To assist where relevant in the course design process, providing guidance and support to ensure effective development of online modules.
- To ensure all digital learning materials comply with accessibility standards (e.g. WCAG).

- To conduct regular audits of module quality, functionality, and alignment with programme requirements.
- To troubleshoot issues and provide user support to tutors and students.
- To support Senior Product Manager in: Overseeing scheduling, releases, enrolments, and version control of online modules; Manage the administration and actions related to cohorts/intakes including set up of Teams and cross-checking student access; Maintain documentation, track progress, and manage workflows for module builds.
- To act as a representative for BioMed Online, internally and externally as appropriate.

Generic:
- To communicate effectively.
- To support others in a collegiate and effective way
- Take a solution focused approach to problem solving.
- Adapt to change in a supportive, positive manner.
- Ability to manage workload, prioritizing competing work tasks in a timely and efficient 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.

Core Requirements:
- Adhere to the University's policies on Equality, Diversity and Inclusion and Information Security.
- Ensure compliance with Health & Safety, Data Protection and Equality Legislation.
- Adhere to the University's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, reflecting 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 Online delivers the required level of service.

Freedom of speech and academic freedom:
In any matter falling under this job description, the university will have particular regard to, and place significant weight on, the importance of freedom of speech within the law, academic freedom and tolerance for controversial views in an educational context or environment. The University's commitments to freedom of speech and academic freedom are set out in the Freedom of Speech Code of Practice. In the event of any conflict between this job description and the Freedom of Speech Code of Practice, the Freedom of Speech Code of Practice will take precedence.

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

KEY RELATIONSHIPS (Internal & External):
Academic Director, Business development Director, Senior Product Manager, Operations Coordinators, Student Success associate, Programme Leads, IT support, Tutors, Authors.

PERSON SPECIFICATION

EXPERIENCE:

Essential Criteria

- Experience creating and adapting educational resources across a range of media types.
- Experience of using media creation software to create resources, E.g. Adobe CS.
- Experience of working collaboratively in a high functioning team.
- Experience of working to deadlines and prioritising competing demands effectively
- Knowledge of instructional design principles.

Desirable Criteria

- Experience of training others in the creation of media resources.
- Knowledge and use of accessibility standards for digital materials.
- Familiarity with online education as a student.
- Experience building and running online courses.

SKILLS:

Essential Criteria

- Ability to work to changing deadlines
- Excellent IT and digital skills.
- Proficient in digital tools including Microsoft suite.
- Experience with VLEs (e.g., Moodle, Canvas, Blackboard).
- Highly organised, and able to prioritise multiple competing tasks accordingly.
- Excellent interpersonal skills.
- Ability to work proactively and independently.
- Highly collaborative.
- Strong digital content creation skills (multimedia, editing, formatting).
- Excellent organisational and administrative skills.
- Ability to communicate effectively with academic and professional services staff.

Desirable Criteria

- Experience in higher education.
- Familiarity with learning analytics tools.
- Basic multimedia production or graphic design skills.

QUALIFICATIONS:

Essential Criteria

- Degree or equivalent work experience in multimedia discipline such as digital production or graphic design

Desirable Criteria

- Relevant degree relating to life science.
- Certifications related media software e.g. Adobe.

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.

Desirable Criteria