JOB DESCRIPTION

Job Title:	Faculty Learning Technology Officer	Grade:	SG5
Department:	Faculty of Education, Health & Human Sciences	Date of Job Evaluation:	December 2021
Role reports to:	Faculty Partnership & Placements System support Manager		
Direct Reports	N/A		
Indirect Reports:	N/A		
Other Key contacts:	Director Learning and Teaching, Faculty Academic and Administrative staff, students, Information and Library Systems staff		

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:
Work alongside the Faculty Learning Technologist team members, to support academic staff, students and external stakeholders using technology to enhance students' learning.

KEY ACCOUNTABILITIES:

Team Specific:
- Work effectively with the Learning Technology team and Faculty Programme Administrators in delivering support for the Faculty's Virtual Learning Environment (VLE), electronic Placement Assessment Documentation (ePAD), InPlace Placement Management System and associated technologies.
- Establish and maintain good working relationships in contributing to the delivery of an efficient support service.

Generic:
- Day to day management of Moodle, ePAD, InPlace and other learning technologies.
- Respond to and resolve queries from students, tutors and administrators and external partners relating to learning technologies deployed in the Faculty, escalating unresolved issues to the Learning Technologist as appropriate.
- Supporting students and staff in the use of technology to support learning, including developing and implementing materials to support those processes.
- Prepare and deliver a range of professional development activities to support the rollout out and application of new technologies.
- Assist with the creation of online learning resources.

- Support production and creation of media, including filming and basic editing.

Managing Self:
- Self-motivated with the ability to work under pressure during peak periods.
- Team-focused, providing support to colleagues and activities as required
- Develop and maintain positive relationships with a range of stakeholders
- Responsible for maintaining own continuous development, keeping up to date with developments in new technologies and their applications in a University setting.
- Respond to queries in a timely manner.
- Maintain confidentiality at all times.

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

Additional Requirements:
- Undertake any other duties as requested by the [e.g. PVC, FOO etc.] or their line 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 Faculty of Education, Health, and Human Sciences delivers the required level of service.
- Any other duties as may be reasonably requested by your line manager.
- On occasion, work outside of normal working hours to support Faculty activities.

KEY PERFORMANCE INDICATORS:
- Effective technical and administrative support, ensuring a positive staff and student experience.
- Timely production and delivery of work, meeting deadlines as required.
- Building effective relationships with key stakeholders.
- Contribution to the team ethos and effectiveness.
- Enquiries responded to in a timely manner.

KEY RELATIONSHIPS (Internal & External):
- Director of Learning and Teaching
- Heads/Deputy Heads of Schools
- Academic and administrative staff
- Information and Library services staff
- Greenwich Institute for Learning and Teaching
- Learning Technologists in other Faculties; professional networks

PERSON SPECIFICATION	
Essential	**Desirable**
Experience • Experience of planning and prioritising work to meet deadlines. • Experience of working collaboratively across different functional areas. **Skills / Knowledge** • Knowledge of Virtual Learning Environments and associated tools • Good understanding of trends in use of learning technology • Building and maintaining relationships with key stakeholders in a professional manner (e.g. courteously, efficiently, assessing level of priority) • Ability to anticipate potential problems / anomalies and deal with them before they become major issues • Working proactively and effectively without close supervision • Excellent communication and interpersonal skills (in writing, over the phone and in person) • Excellent IT Skills and proficient user of Microsoft Office **Qualifications** • A2-level or B. Tech level 3 education or equivalent Level qualification • A good standard of general education including minimum of A-C grade in GCSE Maths and English or equivalent	**Qualifications** • Degree or professional qualification in a relevant subject **Experience** • Experience of video production and basic editing. • Administrative experience within a team. • Experience of working in a busy and professional office. **Skills / Knowledge** • Knowledge and use of Virtual Learning Environments and associated tools • Knowledge and understanding of learning technology within HE sector • Knowledge and understanding of copyright • Able to create reports and compile statistics as required

• Or considerable proven relevant experience **Personal attributes** • We are looking for people who can help us deliver the values of the University of Greenwich: Inclusive, Collaborative and Impactful	