Job Title
Senior Digital Learning Technologist (Academic Support Online)

JOB DESCRIPTION	
College/Service: Libraries and Academic Support Services /Academic Development & Services	**Location**: Online & King's Cross (and other sites as required)
Contract Length: Permanent	**Hours per week/FTE**: 30/0.8 fte (pro rata 37.5 1.0 fte)
Accountable to: Academic Support Coordinator	**Weeks per year**: All
Salary: £38,694 – 45,221 (pro rata)	**Grade**: 5

What is/Who are Academic Support and Academic Support Online?

Academic Support is part of the Library and Student Support Services Directorate and provides academic skills support and development to all students at UAL. It is an enhancement offer and encourages students to develop learning strategies that support their academic and learning development while they are undertaking their courses.

Academic Support Online (ASO), based on the Drupal CMS, is designed to provide distinctive, accessible and high quality bespoke learning materials, to be a tutorial and events system, a content authoring tool, an online learning community and administrative support platform for all offers of Academic Support. With over 27,000 registrations and over 750,000 page views per year, ASO is a well-used responsive (and, shortly, progressive) web application that enables students across all subjects and levels of study to develop as confident learners and to fulfil their academic potential.

ASO is a key enabler for realising the strategy for Academic Support and Library & Student Support Services.

Purpose of Role:

- to be a lead digital learning technologist within the UAL-wide Academic Support team, contributing significantly to the ongoing management and development of Academic Support Online (ASO), supporting colleagues to co-develop the functionality, use and content for students.

- to be a core member of the wider Library & Student Support Department within the University, to collaborate effectively with College teams, and with other academic support and digital learning colleagues across the University.

- to support staff in the creative translation and development of learning material to appropriate digital formats so that they can make these available to Academic Support Online users.

- to organise and maintain systems that ensure effective and efficient management, monitoring and updating of Academic Support Online as relevant to Colleges' and the University provision.

Duties and Responsibilities

1. To contribute to the UAL-wide Academic Support team, meeting the demands from all teams for blended modes of delivery in physical, online and hybrid contexts.

2. To support the continual enhancement and development of ASO in terms of functionality, content and maintaining the smooth-running of the platform in terms of user experience (students, tutors and administrators).

3. To support administrators and tutors from each College and University Academic Support team with day-to-day use of the ASO environment.

4. To support the enhancement of student-facing digital and blended learning support through ASO, and new learning materials requested by students and staff.

5. To create online guidance and training materials for LSS staff.

6. To co-develop and facilitate staff development sessions in the use of ASO, with subjects ranging from administrative tasks to creative digital learning content.

7. To respond to and aim to solve queries from ASO users in as timely manner as possible, referring to colleagues where necessary.

8. To help feed into the process of building ASO's content authoring features, while also integrating and producing digital learning content made with other authoring tools.

9. Work closely with the University colleagues who specialise in technology enhanced learning and digital communications to ensure that ASO is robust, accessible and embedded effectively in the University's online information landscape.

10. Contribute to continuous monitoring and reviews of ASO as part of the University's quality assurance processes, and to developments in learning analytics as required.

11. Ensure that ASO comprehensively and fairly reflects the diversity of student needs, learning styles, disciplines and levels of study at UAL. This may include but is not limited to the provision of online activity and resources that:

   - Support orientation (including pre-arrival) and transition to UK HE, and progression at UAL
   - Develop academic literacies and skills that help students to maximise their potential at UAL
   - Enhance awareness and abilities that contribute to on-going personal and professional development
   - Provide coherent support for UAL students at a distance (e.g. on placements or online courses)
   - Enable students to find and book face-to-face Academic Support events
   - Provide clear signposting to accurate information about other support provision at UAL.

12. Implement the process for contributions to ASO by:

   - Working with Academic Support Teams, Library Services and Language Development staff, and other colleagues to source, collate and co-develop potential content, providing appropriate technical support for document conversion across a range of file types, involving a wide range of media and formats.
   - Utilising and developing the design templates for ASO content and identifying further format development needs.
   - Overseeing the deposit process, including the licensing and attributions of resources in line with UAL IP policies, and contributing to the assignment of tagging and any other metadata.
   - In liaison with the Academic Support Coordinator and Digital Developer, recommending bespoke technical developments, and managing any sub-contractors and accounts for subscriptions and/or software licenses
   - Contributing to the location of appropriate external resources and the investigation of recommended links.

13. Maintain effective and efficient communications regarding ASO with the University and College Academic Support Teams, Library Services, Language Development and Student Support staff, and colleagues in the Teaching and Learning Exchange and Careers & Employability, and other areas as appropriate. Ensure timely, accurate and accessible information about ASO is available for students, using internal channels and social media, as required for the marketing and communications of Libraries & Student Support Services.

14. Implement and develop systems for recording students' engagement and feedback in relation to ASO use. Contribute analytical data for reports in liaison with the Academic Support Administrator and the Coordinator, as required by the Associate Dean of Academic Support, working to ensure provision of timely and accurate information.

15. Monitor and review ASO as part of the University's quality assurance processes and contribute to developments in learning analytics in collaboration with the Academic Support Coordinator, as required by the Associate Dean of Academic Support.

16. Participate in the provision of staff development/training in digital skills and online learning for colleagues who are or may potentially be engaged in creating content and features of ASO.

17. Play a key role in the Academic Support Team, attending team meetings and contributing to team activities, and collaborate with colleagues as appropriate across the University.

18. Demonstrate engagement with current developments in relevant fields such as flexible, open and technology enhanced learning, undertaking staff development appropriate to the role and participating in professional networks, to bring up to date knowledge to the continuous development of ASO.

Wider responsibilities

19. Perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University.

20. Undertake health and safety duties and responsibilities appropriate to the role.

21. Work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.

22. Undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.

23. Make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.

24. Conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations.

Key Working Relationships: Managers and other staff, and external partners, suppliers etc.; with whom regular contact is required.

- Academic Support Coordinator, Academic Support Administrator (UAL) and visiting or temporary staff
- Colleagues in Library Services, Learning Zones, Language Development, Insights and Technology Enhanced Learning
- College-based Academic Support teams and course-based tutors and technicians as appropriate
- Associate Dean of Academic Support
- Associate Director & Head of Resources, Library Services
- Colleagues in UAL Digital team, IT Services, and in Internal and External communications

Specific Management Responsibilities

Budgets: - None
Staff: Temporary support staff and specialists as required
Other: Academic Support Online resources including relevant subscriptions and software licences

Job Title: Digital Curator (Academic Support Online) Grade: 5

The application form sets out a number of competency questions related to some of the following selection criteria. Shortlisting will be based on your responses to these questions. Please make sure you provide evidence to demonstrate clearly how you meet these criteria.

Person Specification	
Specialist Knowledge/ Qualifications	**Essential** Possesses Degree level qualification Understands current practices and identifies effective approaches to enable student learning through digital environments and online resources Has knowledge of relevant web development processes and practices (e.g. HTML/TWIG, CSS/SASS), as well as software packages for web based resource development using Adobe Creative Suite products, MS Packages, Moodle activities, Content authoring tools (e.g. Articulate Rise, Adapt), infographics, video, live capture and podcast production Is able to customise Google Analytics or equivalent Is familiar with relevant current legislation including licensing, IP, data protection, and accessibility standards **Desirable** Postgraduate qualification, preferably related to HE, education and Creative practice Is familiar with administrating a Drupal 8 CMS and has an understanding of the code base, especially PHP.
Relevant Experience	Has successfully developed and delivered online resources and related communications in an HE arts environment Has successfully managed a Drupal website, or similar Has some experience of monitoring, review and maintaining currency of online resources Has worked in the arts and/or the cultural/creative industries in a student/client/customer facing environment Has contributed to effective staff training or development in online resources, virtual learning environments or related skills

Communication Skills	Communicates effectively orally, visually and in writing adapting the message for online contexts and a diverse audience in an inclusive and accessible way
Leadership and Management	Able to enable conditions for online activity effectively, ensuring quality standards are met and objectives achieved
Research, Teaching and Learning	Applies innovative and valid approaches in developing resources to support learning, reflecting best practice in technology enhanced/e-learning, and inclusivity
	Analyses and evaluates feedback and applies up to date knowledge to inform the development of the provision
Professional Practice	Contributes to advancing professional practice in own area of specialism
Planning and managing resources	Plans, prioritises and manages resources effectively to achieve long term objectives
Teamwork	Works collaboratively in a team and where appropriate across or with different professional groups
Student experience	Builds and maintains positive relationships with students
Creativity, Innovation and Problem Solving	Suggests practical solutions to new or unique problems

Last updated: March 2021