

ual:

JOB DESCRIPTION

Job Title: Senior Digital Learning Support Co-ordinator **Accountable to:** Digital Learning Services Manager
Contract Length: Permanent **Hours per week/FTE:** Full Time **Weeks per year:** 52
Salary: £38,694.00 - £46,423.00 per annum **Grade:** 5 (Professional)
College/Service: Teaching and Learning Exchange **Location:** High Holborn / Remote during COVID pandemic

Purpose of Role

This role is for the management of the Digital Learning Support Desk to deliver high quality end-user support for our Digital Learning Platforms.

- Provide excellent customer service and support for UAL's digital learning platforms, providing guidance and responding to queries about their use
- Act as line manager to the Digital Learning Support Coordinator and the Digital Learning Support Administrator
- Support the wider Digital Learning team towards achievement of departmental strategic goals
- Work closely and collegiately with the wider teams across colleges, Registry and IT Services, to share and enhance the support provision for UAL's DL Platforms.

Duties and Responsibilities

Specific

- Responsible for the day-to-day operational management of the DL Support Desk ensuring that requests for support are acknowledged, prioritised, assigned, resolved or escalated to deliver a respected and valued service to staff and students across the University
- Co-ordinate actions to resolve support requests across multiple teams, maintaining excellent communications and relations with end users at all times
- Liaise and work with relevant teams and colleagues to manage the production and maintenance of guidance and support materials for the DL Platforms
- Work with the Digital Learning Services manager to improve DL support processes and practice; identifying and applying best practice to be adopted and adhered to by the DL Team
- Provide line management to the Digital Learning Support Coordinator and Digital Learning Administrator
- Generate and interpret reports from Help Desk software to inform process improvements, isolate recurring problems, identify systemic issues and patterns, improve team efficiency and identify additional training or guidance requirements
- Contribute to the design and delivery of training in the use of the DL Platforms
- Work with IT Services on improving the configuration of the Help Desk Software for the purposes of Digital Learning Support.

General

- To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University
- To undertake health and safety duties and responsibilities appropriate to the role
- To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work
- To personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022)
- To 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
- To 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
- To 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.

- The Digital Learning Services Manager in the Teaching, Learning and Employability Exchange
- College based Digital Learning Coordinators or Digital Learning teams
- IT Services and Registry teams
- The Teaching, Learning and Employability Exchange's Digital Learning team

Specific Management Responsibilities

Budgets: N/A

Staff: Act as line manager to the Digital Learning Support Coordinator and the Digital Learning Support Administrator

Other (e.g. accommodation; equipment):

Signed _____ Date of last review _____ January 2020
(Recruiting Manager)

Job Title: Digital Learning Services Help Desk Manager

Grade: 5

Person Specification	
Specialist Knowledge/ Qualifications	<p>Essential</p> <ul style="list-style-type: none"> • In-depth experience and knowledge of managing a Help Desk to deliver high-quality end-user support servicing a large and complex organisation. • A good understanding the UK higher education sector • Systematic approach to problem solving.

	<p>Desirable</p> <ul style="list-style-type: none"> • Undergraduate degree in digital/e-learning/education or IT related discipline area • Substantive knowledge of Digital/eLearning technologies (online and 'in room') which are commonly used in higher education • Background in, or experience of, creative arts and design at levels undergraduate / postgraduate level.
<p>Relevant Experience</p>	<p>Essential</p> <ul style="list-style-type: none"> • Data analysis and interpretation; reporting and identifying areas for improvements e.g. processes, training, guidance • Demonstrable experience of producing support materials and guidance in print, web and audio-visual formats. • Experience of negotiating actions across multiple teams. • Experience of successfully managing a small team, <p>Desirable:</p> <ul style="list-style-type: none"> • Experience of designing and delivering training, preferably in use of Digital Learning Tools, for online and face-to-face participation • Reviewing practice and implementing process improvement.
<p>Communication Skills</p>	<p>Ability to communicate effectively orally and in writing adapting the message for a diverse audience in an inclusive and accessible way.</p> <p>Able to elicit information from non-technical users in order to diagnose and resolve faults, and to communicate information clearly to a wide audience.</p> <p>Able to listen to users and engage collaboratively to foster strong working partnerships.</p>

Leadership and Management	Experience of managing a small team, conducting performance reviews and setting objectives to meet strategic goals.
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. Builds effective networks within the institution.
Student experience or customer service	Demonstrable commitment to customer service. Builds and maintains positive relationships with students or customers. Excellent interpersonal skills
Creativity, Innovation and Problem Solving	Suggests practical solutions to new or unique problems.

The application form sets out a number of competence 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

Last updated: