

JOB DESCRIPTION	
Job title: Digital Projects Specialist Technician (Student Experience)	Accountable to: Head of Technical Resources
Contract length: Permanent	Hours per week: 35 Weeks per year: 52
Salary: £37,532 - £45865	Grade: 4
Service: LCC Technical Resources	Location: Elephant & Castle
<p>Who are LCC Technical Resources?</p> <p>As a team, we manage the technical spaces and resources at London College of Communication (LCC) in ways that support the needs of our community: from teaching, learning, research and knowledge exchange to events, exhibitions and commercial activity. Inclusive and dynamic, we have a strong commitment to developing staff and supporting them to reach their full potential.</p>	
<p>Purpose of Role</p> <ul style="list-style-type: none"> • Providing professional technical expertise, guidance, advice, support, and administration for Digital Projects as a Learning Technologist, ensuring quality and consistency of delivery. • The role will involve working with a range of technical and professional staff to develop high quality learning resources and designs. The post holder will also create online guidance and training material and develop and facilitate staff development sessions. • The post holder will have experience of developing Digital Learning in an educational setting; must have strong communication skills and the ability to work across multiple projects effectively, as well as prioritising their own time. 	
<p>Duties and Responsibilities</p> <ul style="list-style-type: none"> • To promote and develop the use of online digital technologies in the Technical Workshops to support and enhance learning and teaching. • To develop the Technical Resources' VLE (Moodle) and other digital learning resources. • To take responsibility for general VLE administration and content management. • Be an active member of the university wide network of Digital Learning, liaising with colleagues in the LCC Digital Learning Team, UAL I.T. and other colleges within UAL, with the aim of sharing expertise and best practice. • Assist in gathering key metrics and qualitative data relating to our Digital Learning 	

services and platforms.

Content Development

- To assist technical staff in evaluating the effectiveness of their online (or other) materials and courses.
- To work alongside technical staff to design, develop and implement effective online and blended learning.
- To develop other digital and web-based technologies appropriate to learning and teaching.
- To ensure compliance with legislation concerning accessibility and usability in e-learning.
- To undertake research, monitor and/or formally evaluate projects or initiatives as required.

Project Management

- To plan and monitor the delivery of projects, taking corrective action where necessary, with a high degree of independence.
- To liaise with academic, technical and administrative staff to ensure quality and consistency of delivery.
- To support, oversee and develop future projects as designated by the Head of *Technical Resources*.

Support and Training

- To design and develop guides, toolkits, videos and workshop materials to support the use of learning technologies, booking systems and other aspects of the virtual learning environment by technical resources, technicians, and students.
- To manage Technical departmental SharePoint sites.
- To provide pedagogic advice, guidance, encouragement and support on the use of learning technologies to staff and students.
- To increase colleagues' awareness of existing practice in technology-supported learning and teaching, and through internal and external networking to enable the exchange of ideas and experience.
- To assist technical colleagues and students using technical resources, to troubleshoot and undertake daily support to students and staff, escalating queries and problems where relevant.
- To provide a first line advisory and information service in matters relating to the Technical Resources department.
- To actively keep abreast of developments in learning technologies, particularly in Higher Education in order to improve and enhance learning technologies support.
- To engage in regular monitoring and review of the quality of the teaching and learning provision in accordance with the procedures of the University.

General

- Conduct all financial matters associated with the role accordance to the University's policies and procedures, as laid down in the Financial Regulations.
- Undertake continuous personal and professional development through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities
- Work in accordance with the University's Equal Opportunities, Diversity Policy and

<p>the Staff Charter, promoting equality and diversity in your work</p> <ul style="list-style-type: none"> • 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. • Undertake health and safety duties and responsibilities appropriate to the post and ensure that satisfactory standards of health, safety and security are maintained in accordance with the University's legal requirements. • To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University. • To personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022)
<p>Key Working Relationships</p> <ul style="list-style-type: none"> • Head of Technical Resources • Technical Managers • Technical Coordinators • College and Central Digital Learning Teams • University I.T. Services • Suppliers and industry partners
<p>Specific Management Responsibilities</p> <p>Budgets: None</p> <p>Staff: None</p> <p>Other (e.g. accommodation; equipment): associated learning environments and equipment</p>

Signed: Brendan Nobbs (Technical Resources Recruiting Manager)

Date of last review: March 2023

Shortlisting will be based on evidence (with appropriate examples where necessary) you provide in your personal statement to demonstrate clearly how you meet the following criteria.

Person Specification	
Specialist Knowledge/Qualifications	<ul style="list-style-type: none">• Recognised qualification in a relevant field, such as pedagogy/ learning/technology/new media• A recognised and accredited teaching qualification, e.g. PG Cert (desirable)• In-depth knowledge of the use of a range of appropriate design and web authoring software and productivity tools, including:<ul style="list-style-type: none">• MS 365• Moodle• Blackboard Collaborate (desirable)• Some knowledge of HTML, CSS, WCAG (desirable)• Web 2 Technologies• Adobe CS (desirable)• Good understanding of and familiarity with a range of different content delivery mechanisms, e.g. (web, mobile, podcast etc.), dynamic and collaborative resource development (blogs, wikis etc.)• Knowledge of pedagogies for online and distance learning• General digital media production skills to produce online guidance and resources• An interest in and knowledge of art and design disciplines and discourses (desirable)• An interest and knowledge of Creative Technologies (desirable).
Relevant Experience	<ul style="list-style-type: none">• Relevant experience of designing and implementing digital projects, e.g. developing course materials for VLEs (preferably Moodle) in Higher Education• Experience of supporting learning technologies in an academic or learning environment• Supporting/embedding institutional responses to university policy (quality, accessibility, usability, etc.) in digital platforms• Experience of teaching and/or facilitating staff development training, both groups and one-to-one (desirable)• Experience of teaching or professional practice (desirable).
Communication Skills	Communicates effectively orally, in writing and/or using visual media.

	Able to explain complex technical concepts to a diverse audience in an inclusive and accessible way.
Research, Teaching and Learning	Uses effective teaching, learning or professional practice to support excellent teaching, pedagogy and inclusivity.
Planning and Managing Resources	Effectively plans, prioritises and organises work to achieve objectives or projects on time.
Teamwork	Works collaboratively in a team and where appropriate across or with different professional groups.
Student Experience or Customer Service	Makes a significant contribution to improving the student or customer experience to promote an inclusive environment for students, colleagues or customers.
Creativity, Innovation and Problem Solving	Identifies innovative and creative solutions to resolve problems.

Last updated: March 2023