

## JOB DESCRIPTION

**Job Title:** Digital Developer  
(Academic Support Online)

**Accountable to:**  
Academic Support Coordinator

**Contract Length:** 12 months

**Hours per week/FTE:** 35 /1.0

**Weeks per year:** 52

**Salary:** £38,010 - £45,603

**Grade:** 5

**College/Service:** Library and Student Support  
Services, Academic Development and Services

**Location:** Kings Cross

### Purpose of Role

To lead on the functional and architectural development of Academic Support Online (ASO) and to deliver efficient and reliable maintenance of the site on a day to day responsive and anticipatory basis. ASO provides web-based resources and systems supporting all UAL students from pre-enrolment to graduation and enhances the digital presence of Library and Student Support Services.

To be a core member of the Academic Support team, responsible for ASO's development as an innovative and up to date Drupal platform, working closely with the Digital Curator (ASO) and the Academic Support Coordinator, and liaising with others across the University.

To contribute to developing current and future user experiences enabled by emerging technologies, in alignment with the University's Digital and Academic Strategies, and the Library and Student Support Strategy 2018-21.

### Duties and Responsibilities

- 1 Lead on the implementation of the functional, technical and architectural development of UAL's Academic Support Online platform. In particular, to
  - manage the technical transition of the site from different instantiations of core platform in use (e.g. Drupal 7 to Drupal 8)
  - monitor the platform's fitness for purpose, and take all steps to maintain current and future platform security
  - test previous developments and make periodic adjustments and optimisations as required
  - undertake regular proof-of-concept planning and testing for all developments
  - review, edit, reconfigure or replace legacy code where appropriate.
  - advise on site enhancements such as personalisation and implement as agreed
  - ensure accessible infrastructure and, in liaison with the Digital Curator, accessible formats for online content.
- 2 Work collaboratively in the University-wide Academic Support team to develop the platform/site and ensure its ongoing maintenance, seeking and addressing student and staff feedback.
- 3 Ensure effective communications regarding ASO compliance and integration with University systems and platforms. This will include working with IT Services, Online Estates Programme projects and Digital Estate Governance, supporting the implementation of any server upgrades and advising on systems-wide perspectives for ASO integration or collaboration with other teams' platforms.
- 4 Contribute information to monitoring and reviews of ASO as part of the University's quality assurance processes, and to developments in learning analytics as required.
- 5 Ensure that ASO reporting functionality anticipates and responds to management reporting requirements, implementing enhancements to integration with management tools (such as Active Dashboards).

- 6 Analyse problems encountered during architectural and technical developments together with user requirements and feedback, and research and communicate appropriate solutions. This will include
  - generation of design concepts (responsive and anticipatory), through bespoke or pre-existing technologies such as Drupal modules, third party software or plugins
  - identification of approaches that offer wider and sustainable benefits to ASO users
  - evaluation of the potential impact of different approaches/solutions on users, on related provision and systems, and on IT infrastructure
  - making recommendations for proposed actions, explaining clearly the advantages and disadvantages of different solutions.
- 7 Design appropriate development life-cycles for ASO (e.g. bug-fixes, upgrades, enhancements to functionality, archiving and decommissioning) with due consideration of University processes and the student journey (e.g. pre-arrival/ enrolment, assessment time frames).
- 8 Implement robust systems for site development processes, using contemporary development workflows (e.g. server-side management tools and command-line management).
- 9 Work with agile and traditional project and programme management approaches as appropriate.
- 10 Improve the performance and scalability of ASO as required by the Library and Student Support Services Directorate.
- 11 Where necessary, provide systems-level programming advice for bespoke improvements to other Library and Student Support Services platforms.
- 12 Contribute expertise as relevant to Academic Support's delivery of the Library and Student Support Services Strategy. This will include attending team meetings, contributing to team activities, promoting ASO, and collaborating with colleagues as appropriate across the Directorate and University.
- 13 Maintain awareness of new developments in digital (or technology-enhanced) learning, website architecture and multimedia design and a professional level of expertise with relevant tools and technologies; this will include participation in relevant networks.
- 14 Identify and advise on resource requirements for developments to ensure that appropriate resources are available to achieve objectives.
- 15 Plan, communicate, supervise and monitor the work of short-term contract staff as needed, ensuring work is completed in line with objectives.

#### **Wider responsibilities**

- Perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University.
- Undertake health and safety duties and responsibilities appropriate to the role.
- Work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.
- Undertake continuous personal and professional development, and support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.
- To personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016-2022).
- 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.
- 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; Digital Curator (ASO); Academic Support Administrator (UAL)
- Associate Dean of Academic Support
- College-based Academic Support teams
- Colleagues in Libraries and Student Support teams with responsibilities for digital resources and systems
- Digital Learning colleagues within the Teaching and Learning Exchange
- Colleagues in UAL Digital, Web Services, IT Services, Student Records (Academic Registry) and Management Information teams

**Specific Management Responsibilities**

**Budgets:** -

**Staff:** Temporary support staff and specialists as required

**Other:** Any software licences relevant for ASO development (shared responsibility with Digital Curator)

Signed Graham Barton Date of last review December 2018  
(Recruiting Manager)

HERA code 000265

**Job Title: Digital Developer (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	<p>Understands current practices and identifies effective approaches to enable student learning through digital environments and online resources</p> <p>Possesses installation and technical skills to realise Drupal-based websites and associated architecture web coding</p> <p>Has demonstrable understanding of server technologies which can enhance the performance/reliability of web applications</p> <p>Possesses up to date knowledge of accessibility standards in website design in a diverse HE context</p> <p>Understands relevant current legislation including licensing, IP and data protection and its application in HE</p> <p>Understands the different technology platforms available to create engaging learning content</p> <p>Possesses first Degree level qualification or equivalent professional / vocational qualification</p>
Relevant Experience	<p>Has successfully developed websites and delivered online resources and related communications in an HE environment</p> <p>Has successfully led on the development and maintenance of Drupal websites, including responsive mobile optimised websites</p> <p>Has experience of monitoring, review and maintaining currency of online resources and learning environments</p> <p>Has some experience of the arts and/or the cultural/creative industries in a student/client/customer facing environment</p> <p>Has supervised or managed others in a work or professional project context</p>
Communication Skills	<p>Communicates effectively orally, visually and in writing adapting the message for different purposes, contexts and diverse audiences in an inclusive and accessible way</p>

Leadership and Management	Leads and implements functional, technical and architectural work to maintain and develop online learning platforms, ensuring quality standards are met and objectives achieved
Research, Teaching and Learning	Applies innovative and valid approaches in digital/technology-enhanced learning, developing infrastructure/resources that reflect best inclusive practices
	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 multiple (short and longer term) objectives
Teamwork	Works collaboratively in a team and where appropriate across or with different professional groups
Student experience	Maintains focus on enhancing the student/user experience
Creativity, Innovation and Problem Solving	Suggests practical solutions to new or unique problems

**Created: October 2018**