

JOB DESCRIPTION

Job Title: Digital Learning Engagement Support

Accountable to: Digital Learning Manager

Contract Length: Permanent

Hours per week/FTE: 1.0 FTE

Weeks per year: 52

Salary: £28,839 - £35,205

Grade: 3 (Professional)

College/Service: Teaching and Learning Exchange

Location: High Holborn

Purpose of Role:

This role will support the work of the Digital Learning Manager and Digital Learning Coordinator by actively promoting and supporting the work of the Digital Learning group and the Teaching and Learning Exchange. The post holder will be experienced in communications event management and the production of relevant coms materials, having experience in promoting opportunities to staff across large organisations.

Duties and Responsibilities

- Promoting and supporting UAL-wide Teaching and Learning events (f2f and online)
- Maximising the visibility of the Digital Learning group and Teaching and Learning Exchange projects and events across the University and externally.
- Work with the Digital Learning Coordinator to produce guides and resources to support the use of our Digital Learning services.
- Keeping the Digital Learning group web pages and online presence up to date.
- Promoting the Digital Learning and Arts Education team offers across digital and print to build engagement.
- Work with the Digital Learning Enhancement Coordinator to support the emerging network of Digital Learning and eLearning roles across the university
- Administratively supporting the Teaching and Learning fund
- Administratively support research and projects developed and run by the Digital Learning team
- Contribute to Digital Learning training delivery where appropriate
- Contribute to staff-facing Digital Learning support (email/phone)
- 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.


- Digital Learning Enhancement Manager
- Digital Learning Coordinator
- Educational Developer (eLearning)
- Educational Developer (Curriculum)
- Academic Administrator and Events Coordinator
- Digital Learning Support Staff

Specific Management Responsibilities

Budgets: N/A

Staff: N/A

Other (e.g. accommodation; equipment):

Signed  Date of last review August 2018
(Recruiting Manager)

Job Title:

Grade: 3

Person Specification

Specialist Knowledge/ Qualifications	<p>Essential</p> <ul style="list-style-type: none">• Undergraduate degree or equivalent in communications, PR, events management or similar subject area• Expertise in producing promotional materials for digital, print and Social Media distribution• Events management and campaigns• Institutional communications and promotion <p>Desirable</p> <ul style="list-style-type: none">• Background in, or experience of, creative arts and design at levels 4-7• Or, knowledge of the UK higher education sector
Relevant Experience	<ul style="list-style-type: none">• Successful communications within a complex environment, including the development of communications plans to drive engagement in training and events (or similar)• Proven experience and expertise in designing,

	<p>writing and editing effective promotional and communications material for a range of audiences</p> <ul style="list-style-type: none"> • Team working in complex environments • In depth use of digital communication platforms (including Social Media) plus experience with institutional content management systems. • Relevant coms-related media production skills including audio production, basic video and managing images. • Working with experts in the production of guidance and training materials. • Administering and promoting institution-wide events and workshops, including experience of institutional room booking, timetabling and events booking systems.
Communication Skills	Communicates effectively orally, in writing and/or using visual media
Leadership and Management	Supervises and motivates individuals or a team effectively, setting clear objectives to manage performance
Research, Teaching and Learning	Uses effective teaching, learning or professional practice to support excellent teaching, pedagogy and inclusivity
Planning and Managing Resources	Plans, prioritises and organises work to achieve objectives on time
Teamwork	Works collaboratively in a team and where appropriate across or with different professional groups
Student Experience or Customer Service	Provides a positive and responsive student or customer service
Creativity, Innovation and Problem Solving	Uses initiative or creativity to resolve 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: April 2015