



Job title	Digital Learning Coordinator	Job family and level	Administrative, Professional and Managerial Level 3
School/ Department	School of Medicine, Education Centre	Location	Medical School, Queen's Medical Centre, Nottingham

Purpose of role

You will be working to provide front line support to academic staff and students in their use of a range of learning technologies and digital tools across the School of Medicine. This will include supporting staff and students in their use of Moodle (Virtual Learning Environment), Echo360 (Lecture Capture System) and other online learning systems as appropriate.

You will provide guidance, help and support (to staff and students), tailoring support to the specific needs of the user, working closely with colleagues within the School Digital Learning Team to ensure that support provided is in line with the School's e-Learning Strategy.

The School of Medicine recognise the importance of continuous professional development and therefore the importance of providing opportunities, structured support and encouragement to engage in professional development each year.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	e-Learning Support <ul style="list-style-type: none"> ▪ Provide remote and in person support to staff and students throughout the School, regarding the use of Moodle and related learning technologies ▪ Support the delivery of training sessions on the use of learning technologies to academic colleagues and teams throughout the School ▪ Provide advice to staff and students and independently resolve a range of standard and unforeseen issues, relating to e-learning systems and tools within the remit of the team ▪ Work with team colleagues, to establish priority areas that require support and to tailor support to those needs 	60%
2	Planning and Organising <ul style="list-style-type: none"> ▪ Plan and organise own/team activities to ensure that deadlines and staff and/or student expectations are met ▪ Participate in e-learning projects or development activities 	20%

	<ul style="list-style-type: none"> ▪ Ensure the maintenance and upkeep of equipment for which the team is responsible 	
3	<p>Communication and Liaison</p> <ul style="list-style-type: none"> ▪ Communicate and build working relationships with contacts from other Schools/departments as well as external contacts, to support own work activities ▪ Support the evaluation and testing of new and emerging digital learning tools, systems and services ▪ Attend meetings, as requested, to support e-learning activities and to report back on main discussion points 	10%
4	<p>Continuous Improvement</p> <ul style="list-style-type: none"> ▪ Advise on and propose changes in procedures, plans, priorities and office systems to improve operational efficiency and quality of service in own work area ▪ Review and adjust processes, procedures and ways of working to improve effectiveness using lean principles ▪ Keep skills up to date and develop depth or breadth of knowledge in the field of e-learning through learning from more senior/experienced colleagues, exposure to a range of activities, and/or formal training/professional qualification 	10%
5	<p>Other:</p> <ul style="list-style-type: none"> ▪ Any other duties appropriate to the grade and level of the role 	N/A

Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ High level of IT skills, including Microsoft365 applications (e.g. Outlook, PowerPoint, Teams) ▪ Analysis & problem solving capability ▪ Well developed written and verbal communication skills and interpersonal skills ▪ Planning and organisational skills, particularly workflow management ▪ A strong personal focus on service excellence, a positive can-do approach and attitude 	<ul style="list-style-type: none"> ▪ Knowledge of online pedagogy ▪ Web development skills (e.g. HTML5 and CSS) ▪ Digital image, audio and video production and editing
Knowledge and experience	<ul style="list-style-type: none"> ▪ Comprehensive knowledge of the use of a broad range of e-learning technologies, for example VLEs, e-assessment tools, e-portfolios, lecture capture, screen capture, etc. ▪ Proven experience in the field of e-learning. ▪ Experience of working/responding independently and dealing with unforeseen problems and circumstances ▪ Experience in managing own workload ▪ Experience of working within a customer-facing environment to provide a high-quality level of support 	<ul style="list-style-type: none"> ▪ Previous relevant work experience in a higher education environment ▪ Experience in delivering training or presentations, either one to one or in groups
Qualifications, certification and training (relevant to role)	<ul style="list-style-type: none"> ▪ HNC or HND in a relevant subject, or equivalent qualifications/certification, plus considerable experience in a relevant role(s) <p>OR</p> <ul style="list-style-type: none"> ▪ Broad substantial relevant experience demonstrating general knowledge of e-learning and development through involvement in a series of progressively more demanding, relevant work 	<ul style="list-style-type: none"> ▪ Educated to degree level, or equivalent
Statutory, legal or special requirements	<ul style="list-style-type: none"> ▪ Clear understanding of copyright, intellectual property rights and accessibility matters relevant to 	

	the creation of online learning resources	
Other	<ul style="list-style-type: none"> ▪ Willingness to travel between university sites as required ▪ Willingness to adopt the Ethos and Principles of the School of Medicine 	



Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

- Valuing people** Is friendly, engaging and receptive, putting others at ease. Actively listens to others and goes out of way to ensure people feel valued, developed and supported.
- Taking ownership** Is clear on what needs to be done encouraging others to take ownership. Takes action when required, being mindful of important aspects such as Health & Safety, Equality, Diversity & Inclusion, and other considerations.
- Forward thinking** Drives the development, sharing and implementation of new ideas and improvements to support strategic objectives. Engages others in the improvement process.
- Professional pride** Is professional in approach and style, setting an example to others; strives to demonstrate excellence through development of self, others and effective working practices.
- Always inclusive** Builds effective working relationships, recognising and including the contribution of others; promotes inclusion and inclusive practices within own work area.

Key relationships with others

