

Job title	Digital Learning Administrator	Job family and level	Administrative, Professional and Managerial Level 2
School/ Department	Life Sciences	Location	Life Sciences Building and Medical School, Queen's Medical Centre

Purpose of role

This role contributes to the effective organisation and delivery of teaching and learning within the School of Life Sciences, with a focus on providing administrative support and guidance to staff and students in general and using digital learning resources in particular. The role-holder will also provide wider support within the Education and Student Experience Team, undertaking a range of curriculum-focused tasks and financial administrative support, as well as student recruitment and student induction activities.

The role holder will support the student journey for undergraduate and masters students, from prospective student recruitment through to arrival, progression and graduation. Collaboration with colleagues across the school, faculty and university is critical to provide an excellent student experience.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	Curriculum, assessment and student engagement activities - Co-manage the ESE team's email inbox, respond to simple enquiries and coordinate more complex responses - Maintain and update the School's Teaching and Learning site, Student Community Sharepoint and online student handbooks - Support quality assurance and curriculum management processes including timetabling, curriculum updates, arranging assessment sampling, script scanning and module evaluation procedures - Review and contribute to changes in procedures, office systems and ways of working to improve operational efficiency, quality of service and effective delivery - Arrange meetings and act as administrative support for relevant committees including Student Staff Forum, working groups and provide notetaking support for meetings. - Provide administrative support for wider education and student experience projects and team-delivered activities as required, including supporting with welcome, recruitment and graduation events - Collate information from academics using MS Forms, and update Moodle, Microsoft365 apps and other systems with information on courses and modules, timetabling and assessment	50%
2	Digital learning administration and support	40%

	- Respond to and resolve a variety of staff and student standard queries, both face to face and via email, relating to Moodle, e-assessment and e-portfolio systems in consultation with colleagues where appropriate - Manage the accounts and reporting for a variety of digital platforms - Assist with staff and student training sessions and update relevant user guides - Collate, create and update images and textual materials for publishing communications to students via Instagram, digital screens and any other relevant channels - Support testing and roll-out of new tools and developments in digital learning - Provide support for video and audio production of teaching and learning resources	
3	Teaching budget administration Administer the day-to-day requirements for teaching budget spend, including: - Purchasing goods and services in accordance with university policies and processes using the university's financial system, Unicare - Coordinating payment for students, lab demonstrators and guest lecturers - Organising travel and accommodation bookings for field courses and teaching-related activities - Tracking spend and maintaining budget spreadsheets as part of the team's financial monitoring for month end and year end - Organising purchased stock and keeping stock levels correct	10%

Any other duties

Person specification

	Essential	Desirable
Skills	- Excellent written and spoken communication skills - Excellent interpersonal skills and an ability to build effective working relationships with people at all levels - Excellent IT skills, including Microsoft Office365 applications (e.g. Outlook, Sharepoint, Excel, PowerPoint, Teams) - Willingness and proven ability to learn new skills and technologies in a rapidly changing education environment - Proven ability to work as part of a team - Proven accuracy and eye for detail	Skills and interest in relevant IT systems e.g. Moodle or other VLE, e-portfolios or other online booking systems

	▪ Ability to work independently to resolve queries	
Knowledge and experience	▪ Experience of working within a customer-facing environment to provide a high-quality professional service ▪ Experience of writing and editing content for publication in various digital formats, e.g. Sharepoint, Instagram, display screens ▪ Experience of working to deadlines and dealing with unforeseen issues and changing circumstances ▪ Experience in managing own workload and developing efficient processes ▪ Experience of managing account, details and data within an IT system	▪ A working understanding of the use of e-learning tools, for example VLEs, online assessment tools, image and editing software.
Qualifications, certification and training (relevant to role)	▪ Educated to GCSE level, including Grade C or above in English and Maths, or equivalent, with some relevant experience.	



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 open and welcoming of others, approachable and respectful. Considers the wider point of view and delivers appropriate support and guidance to colleagues.
Taking ownership	Shows initiative and takes responsibility for own actions. Offers clarity and tactful support to colleagues to aid decisions and actions.
Forward thinking	Demonstrates the ability to learn and enjoys the opportunity to develop. Likes to share and implement new ideas and improvements in their area of work. Seeks feedback from others.
Professional pride	Is self-appraising, seeking feedback from others and acts as a great role-model at all times. Keen to deliver the job well and be an effective member of the team.
Always inclusive	Is sensitive to the needs of others and understands every person is important, right across the organisation, irrespective of level, culture, disability or any other characteristic.

Key relationships with others



