Job Summary

Job Title: Learning Technology Administrator (Digital)
Grade: 5
Salary: £22,017 to £26,243 per annum
Department: School of Business
Hours/Contract: Full-time, permanent contract
Reference: 357

Role Purpose
You will be responsible for the maintenance of Campus Based and Distance Learning technologies. You will set up and support the provision of online lectures, assisting with real time technical support to staff and students. The post holder will also ensure that all recordings take place on time and are made available to students within the timeframe set.

Working under the guidance of the Business Administration Manager and alongside the Distance Learning hub the post holder will facilitate and assist with the recording and processing of audio and video files. The post holder will have a good understanding of Blackboard to ensure questions are placed in the correct area of Blackboard with the correct permissions.

The post holder will be a proactive member of the Learning Technology sub-team and gain a working understanding of the full operations of the office in order to provide cover and assistance as necessary.

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<th>Principal Responsibilities</th>
<th>% Time</th>
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<tr>
<td><strong>Technical</strong></td>
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<tr>
<td>• Under the guidance of the Business Administration Manager assist and develop technology to support learning and teaching</td>
<td>80</td>
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<tr>
<td>• Assist with delivery of online lectures, provide technical support with production of audio/video content</td>
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<td>• Produce interactive PDFs</td>
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<td>• To assist with the maintenance, ordering and logistics of learning materials and supporting online lecture provision within the School. This role will cover both Distance Learning and Campus Based activities</td>
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<td>• Work with other teams looking to develop programme learning material</td>
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<td>• Create, develop and maintain online reading lists</td>
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<tr>
<td><strong>Administration</strong></td>
<td>20</td>
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<td>• Ensure all records are accurate, accessible and provide comprehensive audit trail for all aspects of the post including: planning; estimation; stock; ordering and dispatch</td>
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<td>• On a periodic basis (dictated by programme and printing timescales) dispatch schedules, collect student number predictions, dispense module and text book requirements from ULSB and Agents</td>
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**Job Summary**

### Internal and External Relationships

**Within the School**
- ULSB Learning Technology sub-team
- Administrative colleagues – Programmes Administration; Marketing & Events; Accounts
- Academic colleagues – Programme Leaders; Module Leaders; Associate Tutors

**Within the University**
- College of Social Sciences, Arts and Humanities
- ULSB DL Hub
- Leicester Learning Institute
- Print Services and Design Services teams

**External relationships**
- Associate tutors
- Contractors supplying supporting services, e.g. Tintisha
- Liaising and corresponding with Agents, printers, publishers and suppliers

### Planning and Organising

- Organise own workload in conjunction with the ULSB Business Administration Manager determined by the School Management Team
- Plan own work schedule to ensure that materials are ready for dispatch to agents and Open/Direct students for designated dates as set out in the material production schedule. Set deadlines for each stage of the process, communicate these to all stake holders and ensure that these are met

### Qualifications, Knowledge and Experience

**Essential**
- Educated to A level standard or equivalent, or with equivalent skills and experience*
- Experience of working in a busy office environment providing operational support and advice*
- Experience of maintaining systems and accurate record-keeping, including setting up systems and archival*

**Desirable**
- Work experience gained in Further or Higher Education administration and/or familiarity with the higher education environment, issues and developments

### Skills, Abilities and Competencies

**Essential**
- Excellent skills in the use of a Virtual Learning Environment
- Excellent written* and oral communication skills
- A willingness to be flexible towards duties and adaptable to change, including taking a solution focused approach
**Job Summary**

- An understanding of the importance of meeting customer needs and providing a high quality customer service
- Ability to undertake occasional evening / weekend work at busy times
- Ability to work as both as a member of a team and independently using own initiative when required

**Desirable**

- Adobe InDesign – basic level
- Adobe Acrobat Pro – medium/high level
- A good knowledge of Blackboard

*Criteria to be used in shortlisting candidates for interview*

**VITAL**

The University encourages all staff to live our VITAL values which are:
*Valuing People, Innovators, Together, Accountable, Leaders.*

**Equality and Diversity**

We believe that equality, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equality support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equality, diversity and inclusion.