University of Edinburgh
Job Description

1. Job Details
Job title: Community Technical Support & Outreach Co-ordinator/ Jorum Service Co-ordinator
Planning Unit: EDINA
Unit (if applicable): Learning and Teaching
Line manager: Learning and Teaching Manager

2. Job Purpose
Lead development and management of project and service activities in the area of learning and teaching, covering technical support, service co-ordination and outreach to the community within HE and FE. Monitor UK and international learning and teaching initiatives and ensure EDINA is represented as a relevant and primary service provider in this arena.

3. Main Responsibilities

1. Plan and co-ordinate all aspects of the Jorum (a national repository of learning objects) migration from project to full service to ensure delivery of a service quality system to the academic learning and teaching community. Establish and agree work schedules then assign, monitor and review tasks allocated to project staff. 50

2. Communicate Jorum progress and requirements through close liaison with all collaborators and stakeholders: joint partner MIMAS (a national data centre at Manchester University); potential content providers in HE/FE; EDINA and MIMAS technical/support staff; the funding organisation (JISC). Produce informal and formal reports to funders. Prepare and give presentations at conferences and workshops. 25

3. Fulfil outreach role in the learning and teaching arena through tracking developments, gathering intelligence and establishing contacts within the UK academic, public and commercial sector. Represent EDINA learning & teaching capabilities at all levels within HE and FE and the wider UK environment. 20

4. Plan and implement strategies for dissemination and technical developments for EDINA’s activities in the learning and teaching area. Ensure production of publicity materials, website materials and presentations. Provide a focus for technical decisions and technical support for the Jorum repository system. 10

5. Provide technical support to the EDINA helpdesk for the National Learning Network (NLN) service. Liaise with joint partner MIMAS and client (Becta) on service delivery. Supervise the contribution of the metadata officer. 5

4. Planning and Organising
Contracts for services and projects awarded to EDINA require technical and outreach leadership, for which the post-holder is responsible. A large degree of initiative and planning is required with a significant organisation of staff and internal resources to ensure project and service milestones and deliverables are met.

Longer term planning, often up to 2 years in advance, is done within the overall framework of activity in the learning and teaching area and will involve the Learning & Teaching Manager.

Work generated by events, such as service faults, may be urgent and require immediate action. The post holder will prioritise event driven queries with minimal consultation either by acting directly or through delegation.

5. Problem Solving
The post-holder will resolve most problems arising within their area of activity independently. Many problems require considerable experience and expertise to be applied. Anticipating where problems might occur, particularly when delivery of service involves management of the relationship and activity across organisations is a significant challenge. This analysis and anticipation with the aim of avoiding problems requires considerable judgement and tact. When problems do arise a decisive appraisal of the options and the capability to persuade and influence others is needed to ensure successful resolution.
Typically, service problems arise through complex interaction between software components, interpretation and use of data and metadata, and subscribers making novel demands on a service. The challenge being to identify where the problem actually lies and to initiate an appropriate response.

6. Decision Making
The post holder works largely on their own initiative and is responsible for planning and taking decisions within their delegated area. The post-holder assesses risks, the timing of service and project changes, considers resource constraints and provides recommendations to the Learning and Teaching Manager. As a collaborative project it is important that the post-holder ensures the MIMAS line manager is kept informed of decisions involving their staff.

The majority of day to day decisions do not require upward reference, but are expected to be open to scrutiny and justification. The post-holder will take most decisions unaided and after any necessary consultation will be trusted to carry through their recommendations.

7. Key Contacts/Relationships
These include: project funders (usually JISC); project partners at MIMAS; project and service collaborators in other HE or FE institutions; JISC-supported Regional Support Centres; JISC Resource Discovery Network sites; HE Academy and Subject Centre staff; staff at government organisations such as Becta; technical staff at commercial software vendors; EDINA staff in the technical and User Support teams. Liaison and relationship building with staff in many HE and FE institutions, and other public sector organisations in the UK.

8. Knowledge, Skills and Experience Needed for the Job
A good honours degree with two years relevant work experience preferably with post-16 teaching experience. Knowledge and skills in the majority of the following is required:

- Experience of managing staff and projects.
- Knowledge/experience of current e-learning technologies, standards and specifications.
- Knowledge/experience of e-learning interoperability issues.

Excellent writing, IT, presentation, and organisational skills.
Ability to work individually and as part of a team in a senior role.
Ability to plan for and work to fixed deadlines.
Ability to work under pressure.

9. Dimensions
There are national and international dimensions, through engagement with formal partners or collaboration with other organisations. EDINA services are available, usually through institutional subscription, to all UK HE and FE institutions; some are available world wide. They are formally measured by service level agreements, available 24/7, with uptake by staff, students and researchers from over 160 university institutions and 240 colleges.

The successful delivery of high profile projects, such as the Jorum, on time and meeting specified aims and objectives are essential to maintain the reputation of the national data centres. The Jorum is funded over a 5 year period, requires collaborative working with 5 MIMAS staff (with activity management of 4), and two staff at EDINA. Currently 29 institutions are depositing content and over 110 institutions have registered to access content. The post holder is contributing to work which is determining the requirement for and providing access to a UK HE and FE learning object repository.

EDINA’s Learning and Teaching team (4 staff) is based in St Helen’s FE College. The post holder deputises for the EDINA Learning & Teaching Manager as required.

10. Job Context and any other relevant information
Provision of repositories for e-learning objects is an emerging area with many challenging and complex issues to be defined and addressed. E-learning standards are evolving, practitioner views and user expectations are changing and significant effort is required to maintain up to date knowledge. The post-holder must be confident and competent operating in an e-learning and technical environment. The activities of EDINA and its performance have high profile, nationally and internationally.