Job Title  Senior e-Learning Advisor  
MALTS  
Line Manager e-learning manager

Job Purpose

Senior e-Learning advisors act as leaders seeking to ensure the appropriate use of educational technologies throughout the university community. This post includes responsibility for the campus wide online assessment service, Question Mark Perception.

Main Responsibilities

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<tr>
<th>Task</th>
<th>Percentage</th>
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<tr>
<td>To manage the provision of Question Mark Perception including identifying and suggesting enhancements, administration and record keeping, and providing appropriate support and training resources.</td>
<td>60%</td>
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<td>Within the overall framework of training &amp; support activities devised by the e-learning services manager, to manage, design, develop &amp; provide training in the form of workshops, group and one to one training for Question Mark Perception but also, as and when required, other areas such as e-tutoring and online assessment.</td>
<td>20%</td>
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<td>To work on special projects on design and development of e-learning services, and to advise staff on their selection and implementation of educational technologies.</td>
<td>10%</td>
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<td>To take a proportional share of the work of the MALTS team which gives online and personal responses to enquiries from academic and support staff about e-learning</td>
<td>5%</td>
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<td>Identify and recommend enhancements and additions to the suite of services provided by MALTS.</td>
<td>5%</td>
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<td>Undertake other tasks related to provision of e-learning services</td>
<td>As required</td>
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Planning and Organising

Broad tasks and responsibilities will be agreed with the line manager but the postholder will have discretion in planning and prioritising their own working activities. They will show leadership within the team, and seek to identify synergies between different projects.

Problem Solving

Identify risks to service reliability and recommend actions. Analyse problems presented by Perception system users. Devise and implement solutions to problems, seeking assistance if necessary. The reliability of the service for use in high stakes examinations is particularly critical and failure in planning could have a significant negative impact on the reputation of the university, not just the team. This is an emerging service and the postholder must formulate procedures, in line with existing assessment policy, but to ensure that a stable and resilient service is offered.

Engage with academic staff about their teaching methodology and their aspirations for the use of computer assisted assessment, devising appropriate support solutions either for individuals or for groups.

Decision Making

Differentiate between major and minor issues and identify the urgency of a problem. Take appropriate action to ensure urgent problems are resolved as quickly as possible, perhaps taking direct independent action. Solve minor problems independently. Take leadership on solving major problems, perhaps collaboratively. Decide which actions require to be documented and what communications are needed with users and colleagues.
Key Contacts/Relationships

Engage and advise academic staff and teaching organisations on the appropriate use of a range of educational technologies, from both a technical and a pedagogical perspective. Act as an advocate for the development of educational technologies. Identify and recommend enhancements and additions to the suite of services provided by MALTS. Collaborate with colleagues from other teams across information services, MIS and TLA to provide stable and resilient e-Learning services, and to develop new tools and resources. Respond appropriately to a range of user queries, from staff, students and other support teams. Negotiate with academic staff about alterations or additions to existing services.

Knowledge, Skills and Experience Need for the Job

A senior e-learning advisor should have substantial knowledge of a wide range of e-learning systems and a detailed understanding of a critical service area. This particular post requires detailed knowledge of the online assessment system Question Mark Perception and experience in assessment design suitable for online situations and distance education contexts, including the assessment of online discussion. Educationally design of assessment is directly and closely associated with other aspects of course design, so the postholder must additionally have a broad knowledge of a range of online design issues, and the ability to communicate clearly with academic colleagues.

Dimensions

The e-learning section provides robust and reliable e-learning tools and systems, many on a 24 x 7 basis, and comprehensive user support for these systems. They are available to every course, every student and every member of staff in the University. Although this post has no direct line management responsibilities the postholder may be asked to lead projects involving the participation of up to 5 colleagues.

QMP is used by all colleges and has been used to deliver over 3000 student assessments in the last 6 months with demand rising rapidly. It costs around £10,000 annually to licence. The hardware for the system cost around £25,000.

Job Context

This job contributes to the strategic goal of excellence in education, and will involve direct contact with clients at all levels within the university as well as contact with suppliers, academic and technical staff outwith the university. The bulk of the working contacts will be staff (academic support and admin.), but there will also be contact with students (UG and PG).