Job Title e-Learning Services Manager
MALTS
Line Manager e-Learning Manager

Job Purpose

To ensure the core university wide e-learning systems are supported by an appropriate suite of training and professional development services. To contribute to the strategic management of MALTS by advising the line manager and by providing professional leadership to enable the University community to make the most of the opportunities offered by e-learning.

Main Responsibilities

<table>
<thead>
<tr>
<th>Task</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>To take full delegated responsibility for the planning, implementation and development of the suite of support, training and information services offered by MALTS. To ensure enquiries are handled in a timely and helpful manner.</td>
<td>45%</td>
</tr>
<tr>
<td>To initiate and lead discussions across the university community on issues of accessibility and usability of online materials. To establish and monitor quality control processes across support, training and information service areas</td>
<td>20%</td>
</tr>
<tr>
<td>To establish and monitor quality control processes across support, training and information service areas</td>
<td>5%</td>
</tr>
<tr>
<td>To represent e-learning services on IS and university committees and groups.</td>
<td>20%</td>
</tr>
<tr>
<td>To maintain an awareness of national and international developments in learning technologies.</td>
<td>5%</td>
</tr>
<tr>
<td>Identify and recommend enhancements and additions to the suite of services provided by MALTS.</td>
<td>5%</td>
</tr>
<tr>
<td>Undertake other tasks related to provision of e-learning services</td>
<td>As required</td>
</tr>
</tbody>
</table>

Planning and Organising

Managers will provide professional advice and input into the annual MALTS planning process. Regular meetings between the e-Learning manager and the 2 section managers will be used to agree overall objectives but managers will plan all their own work, and will oversee the workplanning of those they supervise. They will identify resource implications of planned activities and bring those forward for discussion at planning meetings.

Problem Solving

E-Learning is a very young field and there are few, if any, established systems and procedures in place. Managers are expected to show initiative in identifying where the development of policies and procedures would be helpful and to take such action as is necessary to facilitate the embedding of e-learning across the institution. Sometimes this may be achieved through collaboration and negotiation with established institutional level committees, sometimes procedures will properly be established at an operational level. Managers will take timely and considered action to resolve unique and complicated problems, perhaps involving the interactions between several systems and different planning units.

Decision Making

Managers will take whatever action is necessary to best ensure resilience and reliability of services whenever possible. They have full delegated responsibility to take immediate and high level independent action which may include requiring staff from other teams to be temporarily seconded to maintain a service or may include temporarily shutting down a service, having weighed the impact on users. They must be sufficiently confident and knowledgeable to be able
to provide accurate advice to colleagues at the most senior level throughout the university on a range of issues related to e-learning, including but not only legislative matters.

Key Contacts/Relationships

The role of e-learning service managers is to stimulate and support innovation in learning and teaching across the university from both a pedagogical and technical perspective. This involves discussion and reasoned persuasion with colleagues from academic teams and from support and planning groups. Managers plan expansion and consolidate existing services requiring both vision and attention to detail.

Knowledge, Skills and Experience Need for the Job

Section Managers need at least five years experience covering different e-learning contexts. They must be skilled in both project and HR management, and must understand institutional planning and budgeting processes and have a thorough understanding of pedagogical issues. They will 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 a variety of pedagogies and learning design theories, usability and online accessibility issues; extensive experience in the delivery of staff and educational development programmes; and knowledge of and experience of evaluating online and blended learning systems. The postholder must be able to initiate and lead on discussions about the pedagogical effectiveness of e-learning at course level and also at a more strategic college or university wide level.

Dimensions

The e-learning team has 11 core staff plus additional project funded staff, and all their day to day work is organised by either the e-learning systems or the e-learning services manager, both of whom have direct line management for at least four staff. The section provides robust and reliable e-learning systems on a 24 x 7 basis, and comprehensive user support for these systems. Annual software and hardware licence costs for the core e-learning systems are over £200k and the tools are being actively used 24x7x365 in over 1000 courses. They are available to every course, every student and every member of staff in the University. Generic training courses have been provided to several hundred (mostly academic) staff, but the bulk of training activities are bespoke and delivered to school or course teams in response to demand. Open dissemination & discussion events open to all staff are held every two weeks during teaching terms plus contributions to in-house publications such as BITS. Courses are provided both face to face and online. All resources are provided online without restriction.

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. The bulk of the working contacts will be staff (academic support and admin.), but there will also be contact with students (UG and PG), and contributions to university committees, as well as participation and representation in national activities.