University of Edinburgh
Job Description

1. Job Details
Job title: Learning and Teaching Manager
Planning Unit: EDINA National Data Centre
Unit (if applicable): Learning and Teaching (located at St Helens College)
Line manager: Director of EDINA

2. Job Purpose
Leadership and functional management of EDINA Learning and Teaching Services, delivered as world-class national online services to UK academic community: identifying and securing and overall management of development opportunities; supporting the Directors of EDINA and MIMAS in meeting strategic goals of both the Joint Information Systems Committee (JISC) and the two Universities (Edinburgh & Manchester) which have formal Funding Agreement with the HE Funding Councils. Management of the EDINA Regional Office, at St Helens College, Merseyside.

3. Main Responsibilities

1. Functional team management of the learning and teaching services area, including staff management, recruitment, development and budgetary control; securing appropriate resources including software and expertise. Management of the EDINA Regional Office, at St Helens College, Merseyside. England. Member of the Management Team at EDINA

2. Ensure effective management and co-ordination of the Jorum (a national repository of learning objects) across the two national data centres, including transition from project to full service to ensure delivery of a service quality system to the academic learning and teaching community.

3. Post-holder co-ordinates EDINA’s role for the National Learning Network, a national service serving 96% of all FE colleges in the UK, with joint partner MIMAS and client (Becta) on service delivery. Supervise the contribution of the metadata officer.

4. Ensure close liaison with all collaborators and stakeholders, especially the JISC and its Steering Committee and its Executive, including both formal reports to funders. Prepare and give presentations at conferences and workshops.

5. Plan and implement strategies for dissemination and technical developments for EDINA’s activities in the learning and teaching area. Represent EDINA learning & teaching capabilities at all levels within HE and FE and the wider UK environment

6. Providing strategic guidance to the Director of EDINA, and the EDINA Management Team, in matters relating to L&T and FE

4. Planning and Organising
Contracts for services and projects awarded to EDINA in this challenging area require specialist and outreach leadership, for which the post-holder is responsible. A large degree of initiative and forward planning is required, combined with a significant organisation of staff and internal resources to ensure project and service milestones and deliverables are met. Participates in fortnightly Business Development Team meetings by telephone.

Longer term planning, up to 2 years in advance, is done within the overall framework of activity in the learning and teaching area. The post-holder is responsible for planning future project work, contacting prospective partners (who may be based around the UK), writing drafts to be agreed by all parties, and submitting final proposals to the funding organization. The post-holder writes project plans, planning the work to be done, by whom, by when and with what support.

5. Problem Solving
The post-holder resolves most problems arising within team and at the St Helens Office, and within the projects managed, calling on the assistance of colleagues in other teams in EDINA as and when required. Anticipating where problems might occur, particularly when delivery of service involves management of the relationship and activity across organisations is a significant challenge.

National provision of a learning and teaching materials repository service is new to JISC and the UK; holding content within the repository raises many issues, eg of IPR. For problems arising
generally in the L&T and FE areas of activity requiring strategic consideration by the Director and/or the Management Team, the post-holder formulates possible options for resolution and discusses them with the Director and/or the Management Team. The post-holder also briefs the Director and/or the Management Team about significant issues arising or pending in the L&T and FE activity areas, and decides the point at which this briefing is given.

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 that MIMAS line managers are 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. Most L&T repositories abroad make references to content held outside the repository; JORUM has international status, with teams in USA, Australia and European Union looking to establish national repository services approaching for expertise and experience of actually holding content.

8. Knowledge, Skills and Experience Needed for the Job
The skills set required is broad and deep-ranging from outstanding understanding in the field of e-learning, the ability to communicate (both written and orally) at all levels within the organisation and proficiency at organising and planning, through to a thorough grasp of Internet-based activity. As important are the skills of leadership, with evident customer-focus and service-orientation, and the ability to manage relationships effectively. Excellent writing, IT, presentation, and organisational skills. Knowledge/experience of current e-learning technologies, standards and specifications is 'near essential'.

Significant relevant practical post-graduate experience is required, and the post-holder should have 10-15 years experience of managing and delivering services in either in an education, IT or library/publishing environment. Knowledge and understanding of the purposes and practices in higher education is also desirable, preferably with post-16 teaching experience. Experience is required of project management and of leading project teams which include external organisations. Business analytical skills, including negotiating and influencing skills is critical. Must also posses proven managerial ability with respect to staff supervision, motivation and assessment, and in setting and achieving financial and quality targets.

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 Jorum is a 'service-in-development, with 5 year initial funding. E-learning standards and technologies are evolving, practitioner views and user expectations are changing and significant effort is required to maintain up to date knowledge

Currently 29 institutions are depositing content and over 110 institutions have registered to access content. Managing and providing guidance to the AD3 staff in charge of the day-to-day activities of AD2 staff based at St Helens Office (4 staff) and MIMAS. EDINA’s Learning and Teaching team (is based in St Helen’s FE College.
10. **Job Context and any other relevant information**

The job context is provided by the role of the organisation as a National Data Centre that services the whole UK higher and further education sectors. The job has national and international impact with implications beyond the local, Edinburgh context, but also with impact upon the University. This is an area of high profile for the JISC, and for higher and further education generally. The successful delivery of activity, such as the Jorum, on time and meeting specified aims and objectives are essential to maintain the reputation of the national data centres and of the JISC itself. Provision of repositories for e-learning objects is an emerging area with many challenging and complex issues to be defined and addressed.

Consequences of error either in finance, achievement of project outputs or service levels can be great, either in loss/repayment of funds or reputation of the University. Works at times under a considerable amount of pressure.