

JOB DESCRIPTION

Vacancy reference:	SRF33964
Post Title:	TEL Support Co-ordinator
Grade:	5
School/Department:	Henley Business School, Learning Resources
Reports to:	Head of Information and Learning Systems
Responsible for:	none

Purpose

The Technology-Enhanced Learning (TEL) Resources Co-ordinator is a crucial role within Henley Business School which will, within a team that :

- Provides support to clients and students who are working and studying within our online e-learning environments escalating to colleagues when required.
- Co-ordinates the release of electronic courses related to Programmes/Modules of study

Main duties and responsibilities

TEL Support and co-ordination

- Troubleshoot and resolve issues within the VLE escalating to colleagues if required for our global client base.
- Grant and revoke access to courses within the VLE.
- Liaise with the Programme Administrative teams to maintain a schedule of when Programmes/Modules are running and ensure that they are available according to the schedule.
- Configure eLearning areas (VLEs) using pre-existing templates ensuring the appropriate learning materials/documents that are required are available.
- Maintain Henley's Digital Learning Asset Register
- Review upcoming developments in the TEL systems in use and assess the impact on Henley's use of the systems and communicate this with our users where appropriate
- Support the development and delivery of appropriate training sessions and support for the VLE via large, small and one-to-one groups. Training materials can be in the form of written and video presentations.
- Working with the Business School's Disability Officer to help ensure online accessibility and usability issues are in line with W3C web accessibility initiative and work with the disability officer for online accessibility issues relating to the Business School's online environments for staff and students.

Other Learning Technology

- Support the use of the Web Conferencing system both within the VLE and for standalone events.
- Support the Business School's use of other technologies that support learning, for example; Turnitin (Tii), Kortext (eBooks), Blackboard Ally, CMI's Management Direct and Qualtrics.

Other duties

- Update content on the Henley Business School website and Intranet using the Business School's CMS system
- Grant and revoke access to Henley Live, Henley's Staff, Student and Alumni networking platform
- Document processes and procedures used, to ensure contingency and cover in case of absence or leave.
- Support the Business School's TEL Officers in their duties.
- Escalate to the Head of Information and Learning Systems any processes that have not been adhered to and follow through of subsequent actions.
- Undertake any other duties as may be assigned by the Head of Information and Learning Systems.

Supervision received

This post reports to the Head of Information and Learning Systems who will provide supervision in the form of workload planning and general line management support, but there is a need to be able to prioritise workload. For example, a particularly important support request.

Supervision given

No direct reports

Contact

Outside the direct reporting line, the role requires regular liaison with Programme Area Managers, Programme Admin teams; Heads of School, Directors of Studies and Academic Faculty within Henley Business School, IT, Henley Digital Communications and Henley Business School Library teams and with other staff across both the Greenlands and Whiteknights campuses at all levels. In addition, there will be contact with external partners and suppliers.

Terms and conditions

This is a 2year fixed term, full-time post (36 hours per week) Monday to Friday but we are willing to negotiate some flexibility for the right candidate.

This role is based at the Greenlands campus of the University of Reading, located to the North East of Reading, between Henley-on-Thames and Marlow although the post holder will be required to travel to the two Reading campuses in Whiteknights and London Road.

Your own transport is recommended as public transport to and from the Greenlands Campus is limited.

This document outlines the duties required for the time being of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.

Date assessed: 12 October 2020

PERSON SPECIFICATION

Job Title	School/Department
TEL Support Co-ordinator	Henley Business School, Learning Resources

Criteria	Essential	Desirable
Skills Required	<ul style="list-style-type: none"> Understanding and proven experience using IT / web applications Able to provide customers with excellent, clear communications to provide a first-rate support service Excellent interpersonal skills with the ability to foster relationships 	<ul style="list-style-type: none"> Experienced in the production and editing of video content for the web Able to work with internal and external clients and provide workable IT solutions.
Attainment	<ul style="list-style-type: none"> Educated to degree level or equivalent qualification or work experience in a relevant area 	<ul style="list-style-type: none"> A post graduate online learning / learning technology qualification
Knowledge	<ul style="list-style-type: none"> Working Knowledge and use of Microsoft Office Awareness of e-learning standards and accessibility, disability, copyright and licensing legislation. 	<ul style="list-style-type: none"> Experienced in the use of HTML, CSS or JavaScript Working Knowledge and use of Adobe Dreamweaver, video production and graphics packages. An understanding of instructional or learning design for online learning
Relevant Experience	<ul style="list-style-type: none"> Proven experience of using a virtual learning environment (e.g Blackboard or Canvas) Proven experience in an Administrator role Proven high-quality front-line support experience 	<ul style="list-style-type: none"> Proven customer service experience for Blackboard and or Canvas Proven experience in the use of web conferencing tools Proven experience using Turnitin Proven experience of designing and developing online learning materials. Developing training material and training people

Disposition	<ul style="list-style-type: none"> • Ability to explain potentially complex issues using non-technical language to people at all levels • Attention to detail • Able to work to deadlines • Able to work under own initiative as well as within a team • Proactive approach • Provide creative and innovative solutions to problems • Self-motivated, bringing enthusiasm and a solution orientated approach to the role 	<ul style="list-style-type: none"> • Evidence of continuing commitment to self-development
Other	<ul style="list-style-type: none"> • Willingness to undertake additional training • Ability to commute between the Greenlands and Whiteknights campuses 	

Completed by: Head of Information and Learning Systems

Date: 12/10/2020