



Learning Resources Administrator

Job Description

POSITION OVERVIEW

Department	Resourcing and Operations
Location	London/Campus-based (St Katharine Docks)
Term	Full-time; permanent
Salary	Up to £30,000 per annum, depending on experience
Benefits	This is predominantly a campus-based role, however a hybrid working arrangement could be available. Generous benefits package including 25 days holiday allowance pro rata (excl. Bank holidays), group life assurance, group income protection, pension schemes and private healthcare (optional)
Start	December 2021/January 2022

The aim of this role is to provide front line support to students and staff in the promotion and use of all learning resources provided for by the College. This includes, but is not limited to, the Virtual Learning Environment ("VLE", the college currently uses Canvas as their Virtual Learning Environment), digital tools (Zoom, Panopto, Turnitin, etc.), digital libraries, and subject specific software.

The post holder will provide specialist advice and support to professional services on student engagement, surveys etc.; and academic staff on the creating and adding of digital learning materials to the VLE. The role will work closely with colleagues within the college and the Resourcing and Operations team to ensure that services are in line with the college's teaching strategy and service quality.

DUTIES AND RESPONSIBILITIES

- Handling day-to-day administration of the VLE, including content changes, user registration and management, enrolment, performance monitoring etc.
- First line of support for VLE queries from students and staff, liaising with colleagues across different teams at the college such as Registry and Student Support and Development.
- Becoming an in-house expert on the learning platforms - providing help, support and insight to stakeholders.
- Testing and monitoring changes to our platform and ensuring we meet our quality assurance and accessibility requirements.
- Continually monitoring the student experience and providing early intervention when needed.
- Ensuring consistency and quality of learning materials across the platform.
- Regularly review the use of data within the VLE, including access and permissions and quality of that data.
- Creating training documents for stakeholders and delivering training to new students and staff on the various learning platforms.
- Contribute to the development and promotion of relevant IT applications in library/ learning resources to support learning.
- Management of memberships in physical libraries (Senate House Library, City of London Libraries), arranging library tours and inductions, and the key point of contact with the library.
- Administrative management of existing online resources and subscriptions.
- First line of contact for requirements and procurement of digital resources via our partner institution.
- Ensure that the law of copyright is observed and that appropriate licenses are in place, and that the copyright policy is adhered to by staff.
- Reviewing student feedback and initiating / making recommendations to address concerns raised by students and staff.

OTHER DUTIES

- Develop strong and effective relationships with all stakeholders, including management, staff, students, and partner institution.
- Any other duties commensurate with the level of responsibility of this post, for which the post holder has the necessary experience and/or training.

About the College

Founded in 2012, with the aim of providing the highest quality of education in the humanities and social sciences, New College of the Humanities at Northeastern has established itself as a prestigious higher education institution based in the heart of London. We offer a unique and broad liberal arts-inspired curriculum with highly personalised teaching, which may include tutorials. The College is undergoing an exciting period of growth, having become part of Northeastern University's global network in early 2019.

Person Specification (Essential / Desirable)

- Extensive administrative experience with Virtual Learning Environments [E]
- Experience with digital library administration and copyright law [E]
- Contribution to a platform implementation project, that included collaboration, teamwork and working to a timeline [E]
- Comfortable with systems and platforms administration and development projects [E]
- Excellent attention to detail, with accuracy and sensitivity to data [E]
- Excellent communicator [E]
- Good organisational and time management skills [E]
- Creative and quick thinker, with ability to work calmly under pressure, and problem solve [E]
- Strong IT and Microsoft suite skills [E]
- Experience, and a genuine interest, and understanding of providing an excellent student experience in learning resources [E]
- A team player who is flexible and adaptable, whose focus is providing a quality service to the College [E]
- Self-motivated and able to proactively attend to role requirements [E]
- Ability to work closely and form positive working relations with all stakeholders [E]
- Administrative experience with Canvas [D]

APPLICATION PROCESS

Applications should be made via [this link](#) by 20.00, **5 December 2021**. Please reference your application "**LRA1121**". Participation in the equal opportunities section is encouraged, but voluntary.

Applications must include a covering letter of no more than one page and a full curriculum vitae.

Due to the urgency of this role applications will be reviewed on receipt, and it is possible that an appointment will be made prior to the closing date of this job advert. Applicants are therefore encouraged to submit applications at the earliest opportunity.

Applications are welcome from all sections of the community and will be judged on merit alone. Candidates must be able to demonstrate their eligibility to work in the UK in accordance with the Immigration, Asylum and Nationality Act 2006. The College is **not** able to provide sponsorship on this occasion.