VLE and Learning Resources Manager

Job Description

POSITION OVERVIEW

<table>
<thead>
<tr>
<th>Department</th>
<th>Resourcing and Operations</th>
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<tbody>
<tr>
<td>Location</td>
<td>Devon House, London (campus-based)</td>
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<tr>
<td>Term</td>
<td>Full-time; permanent</td>
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<tr>
<td>Hours</td>
<td>Monday to Friday (38 hours per week); 9:00-17:30</td>
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<td>Salary</td>
<td>Up to £40,000 per annum, depending on experience</td>
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<td>Benefits</td>
<td>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)</td>
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<td>Start</td>
<td>April/May 2022</td>
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A lead contributor to the development and expansion of learning resources for the college in support of excellent student learning. The role holder will work collaboratively with academic developers, registry, faculty, IT, and other departments to ensure the College’s virtual learning environment, Canvas and other related digital tools, is adopted and fully utilised for teaching and learning activities. You will proactively promote the use of the VLE and advocate best practice in digital learning and ensure digital accessibility at all levels.

The role holder will manage a small team, including line management responsibilities for a Learning Resources Administrator and Library Officer, and will have experience of supporting digital learning, knowledge of HTML and working within VLEs, plus a strong commitment to customer service. The role requires someone with knowledge of library resources (print and digital) and a good understanding of copyright law.
Duties and Responsibilities

- In collaboration with the academic developer: developing the Canvas template that will be applied to a wide range of programmes, courses, and information pages.
- Creating user profiles for staff and students, helping with platform branding and course preferences, such as configuration for assessments.
- Being the second point of contact and the Canvas champion for staff and students in the day-to-day use of the VLE, including provision of group and one-to-one training and support opportunities.
- Closely monitoring Canvas analytics: students’ engagement, effectiveness, and efficiency. Achieving annual improvements on student and faculty satisfaction with the provision of learning resources.
- Championing the use of the VLE and representing the voice of the users, including:
  - Consulting students and staff and generating reports on their feedback, ensuring that this is representative. Managing user groups, working with student and academic representatives, conducting focus groups, etc.
  - Promoting the use of the VLE, for example by identifying areas of under usage and opportunities for the use of tools to support learning, teaching, assessment, and course management.
  - Training activities, including the production of training content, workshops, and drop-in sessions.
- Regularly reviewing the use of data within the VLE, including access and permissions and quality of that data.
- Ensuring all users are aware of changes and new opportunities (tools, plugins, new features, etc.), and providing appropriate training as and when required.
- Broad knowledge of information literacy: academic libraries (print and digital resources), copyrights and open access; understanding of academic needs for library collection development.
- Line management of a small team, including responsibilities for training and development, performance management and job satisfaction.
Other Duties

- Key contributor of future system migration and integrations, including a student information system, plugin implementations, and integrations between systems.
- To undertake any other duties which may be reasonably required by the College that are commensurate with the nature of the post.

About the College

Founded in 2012, New College of the Humanities has established itself as a prestigious higher education institution based in the heart of London. After becoming part of Northeastern University’s global network in early 2019, the College has undergone a period of rapid growth, having been granted Taught Degree Awarding Powers in February 2020 and moved to a new, state-of-the-art campus in 2021. NCH continues to grow taking in further expanding its student cohort, courses, network, and opportunities.

Person Specification Criteria (Essential / Desirable)

- Extensive administrative experience with Virtual Learning Environments (Canvas) [E]
- Extensive experience of VLE plugins, including Zoom, Panopto, Turnitin [E]
- Broad knowledge of information literacy: academic libraries (print and digital resources), copyrights and open access [D]
- Contribution to a platform implementation project, which included collaboration, teamwork and working to a tight timeline [E]
- Accuracy and sensitivity to data, with good practices to always ensure robust and up to date systems [E]
- Ability to work closely and form positive working relations with colleagues, including professional staff, faculty, course leaders, programme directors, management, students, and partners [E]
- Excellent communicator with strong written skills [E]
- Strong IT and Microsoft suite skills including experience with HTML [E]
- Experience and a genuine interest and understanding of providing an excellent student experience, specifically in the remit of learning resources [E]
- Creative and quick thinker, with ability to work calmly under pressure, and problem solve [E]
● Experience of line managing at least one direct report [E]
● A team player who is flexible and adaptable, whose focus is providing a quality service to the College and its community [E]

**Application Process**

Applications should be made via this link by 20:00 on 5 April 2022. Please reference your application “VLM322”. 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. 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 can potentially provide sponsorship for this role.