New College of the Humanities

Junior VLE Officer

Job Description

Position overview

Department	Learning Resources
Location	Campus (London) and remote working (limited)
Term	Full-time; permanent
Salary	£24,000 - £28,000 per annum, depending on experience
Benefits	25 days holiday allowance pro rata (excluding Bank holidays), group life assurance, group income protection, pension scheme, and optional private healthcare.
Start	August 2022

The Junior VLE Officer supports students and colleagues to engage with the virtual learning environment (VLE), Canvas. Working in a team of three and in partnership with the academic developer, the Junior VLE Officer uses project management tools to manage operation and development of the Canvas VLE.

The Junior VLE Officer provides support on systems that include Zoom, Panopto, and Turnitin, and runs processes that include building new courses, and migrating existing courses. The work involves engaging with faculty members and with colleagues working in both in the UK and the US.

The Junior VLE Officer is expected to uphold the University's service standards and to make contributions to their development.

This is a trainee role and all training required will be provided.

Duties & Responsibilities

1. Handling day-to-day operations of the VLE, including content building and editing, the management of users, and the building of reports.

2. First contact support for users of the VLE, using Zendesk, and responding to queries from students and staff, as well as liaising with colleagues from across the University.

3. Development of strong relationships with faculty and professional staff members.

4. Production of content using the VLE's native HTML content editor and the LaTeX equation editor.

5. Supporting student surveys and reporting student feedback on the VLE service provision.

6. Ensuring high standards of the VLE presentation and compliance with the University's accessibility policy.

7. Checking the accuracy and quality of the work produced by ourselves and by faculty members.

8. Awareness of copyright policy and data protection policy.

9. Running scheduled and one-time projects using project management tools.

10. Updating training materials.

11. Any other duties commensurate with the level of responsibility of this post, for which the post holder has the necessary experience and/or training.

Person Specification (Essential/Desirable)

1. University degree and/or relevant work experience. [D]

2. Experience with the operation of a Virtual Learning Environment. [D]

3. Experience with the operation of the Canvas VLE. [D]

4. Understanding of data and copyright regulations. [D]

5. Experience with using project management tools. [D]

6. Confidence to contribute to projects, liaising with a variety of staff, and working independently. [E]

7. High quality standards in production of texts, images and HTML. [D]

8. Confidence in communicating generally and in participating in planning and reporting meetings. [E]

9. Strong general software skills. [E]

10. Strong skills in the use of an HTML content editor, using Developer Tools, and authoring HTML directly. [D]

11. An appreciation of pedagogical/andragogical principles and the use of the VLE to facilitate optimised educational outcomes. [D]

12. Friendliness and a capacity to help colleagues and to learn from colleagues at the University and the wider networks of learning technology practitioners. [E]
13. Membership of [Association for Learning Technology](#) and/or the [Learning Network](#). [D]

About the University

Founded in 2012, New College of the Humanities has the aim of providing the highest possible quality of education in the humanities and social sciences. We have established ourselves as a prestigious higher education institution based in St. Katharine Docks. We offer a unique and broad liberal arts-inspired curriculum that boasts a highly personalised teaching practice. The University is now undergoing an exciting surge in growth, having become part of Northeastern University's global network in 2019.

Application Process

Applications should be made via [this link](#) by **23.59, 10 August 2022**. Please reference your application **VLE0722 (Junior VLE).** Participation in the equal opportunities section of the form is encouraged but is voluntary.

Applications must include both a covering letter addressing *point by point* both the duties and personal specification, and a copy of your 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.

If you have any questions regarding this role, please feel free to email Jed Keenan on jed.keenan@nchlondon.ac.uk