



**Candidate Information for the Post
of eLearning Services Manager
(ref 771a)**

December 2021

About Leeds Trinity University

A small university with a big reputation, Leeds Trinity University is renowned for teaching excellence and producing highly employable graduates.

We are the only university in the country to offer and embed compulsory professional work placements into every undergraduate degree programme, and work with thousands of businesses annually to offer students degree-relevant industry experience. We're committed to delivering outstanding teaching led by research, scholarship and practice, which has earned us national acclaim for the quality of our teaching.

Professional Services teams form an integral part of our organisation by supporting the University's ambition to become renowned as a centre for research excellence. Covering various roles and responsibilities, these teams contribute to the University's growth of quality provision, in return we provide an enriched environment where you are empowered, developed and supported to achieve your best potential.

We're committed to ensuring everyone in our community, whatever their faith, feels supported and valued. Leeds Trinity has always been characterised by this sense of community spirit, offering a truly personalised university experience that has enabled students to flourish for more than 50 years, with a focus on widening participation.

- Over 4,200 students study on our campus across our portfolio of undergraduate, postgraduate, foundation, work-based learning and apprenticeship degrees.
- We're the top university in Yorkshire for learning community (National Student Survey 2020), with our students receiving the personal support they need – in and out of the classroom – to achieve their full potential.
- 97% of our graduates are in employment or further study 15 months after graduating (Graduate Outcomes, Higher Education Statistics Agency (HESA), published 2020).





Vision, Mission and Values

Care for our students, our staff, our partners and the wider community lies at the heart of our culture and is the embodiment of our values in action.

Our Vision

We will be renowned for developing well-rounded and experienced graduates equipped to build fulfilling futures and as a leading university for student, staff, partner and community engagement.

Our Mission

Leeds Trinity University transforms lives by providing a unique and rich combination of academic, professional and personal development in an inclusive and nurturing university community.

The University is here to make a difference to the people, the professions and the places that we serve. We provide unique educational experiences that are focused on the individual and informed by our Catholic faith foundation.

We actively promote the principles of dignity, respect, social justice, equality and inclusion to support the social and economic health and wellbeing of every person in our University community.

Our Values

Our actions and behaviours are guided by our values of:

Care - we want everyone we work with to feel that we genuinely have their interests at heart and that they are constantly and consistently valued and supported by us.

Collaboration - we are driven by mutual respect, teamwork and effective partnerships.

Integrity - we are honest, open, ethical and fair. People trust us to adhere to our word.

Excellence - we aspire to be the best, to deliver to the highest standards and to continuously improve on our performance.

Inclusivity - everyone at Leeds Trinity University is valued, respected and encouraged to contribute, and everyone has the same rights, status and opportunities.



Why Work For Us

Working life at Leeds Trinity University is friendly, inclusive and ambitious. We strive to create a respectful and open-minded place to work and as a member of the community you'll have access to a wide range of benefits to support your work/life balance, development and wellbeing.

Working Week

A 35 hour working week, including flexible working opportunities.

Annual Leave

Starting at 25 and rising to 30 days paid holiday every year with up to 15 days in addition for bank holidays (pro rata where applicable) and days when the University is closed (including the Christmas period). Ability to purchase additional annual leave.

Personal and Professional Development

Access to a wide range of personal and professional development opportunities, including coaching and mentoring and the opportunity to apply for further study and professional qualifications.

Pay and Pensions

A generous pay package with annual reviews and incremental progression. Membership to the Local Government Pension Scheme with a generous employer contribution of 19.1%

Campus and Facilities

Set on a spacious campus in Horsforth with plenty of outside space and onsite chargeable parking.

Family Friendly Policies

Generous family leave, including maternity, paternity, adoption and parental leave. Onsite private nursery.

Health and Wellbeing

We offer several initiatives to support our employees mental, physical and financial wellbeing. These include access to an Employee Assistance Programme which gives free confidential legal, financial and consumer advice as well as a range of counselling services. We have an on-site fitness centre with significantly reduced membership.

Discounts and Other Benefits

Access to Trinity Perks, our employee discount portal which offers a range of discounts including supermarkets, high street stores, food and drink outlets and cinemas. Salary sacrifice schemes including bike to work and other travel discounts.

Community

Several employee run networks to promote equality, inclusion and diversity for all.

Volunteering policy to allow employees to give back to the community and make a difference.

Work with us at Leeds Trinity University



eLearning Services Manager

Hours of Work: Full-time (1.0fte)
Contract type: Permanent
Salary: The starting salary will be from £34,304 up to £40,927 per annum in Grade 7, depending on qualifications and experience

The University's Strategic Plan identifies innovation in learning, teaching and assessment and embracing changes in technology as key priorities. We are looking to build on our experience of blended delivery and have significant ambitions to enhance our teaching practice. The eLearning Team is central to our objectives to create impactful and engaging learning material and environments, including through our highly successful virtual learning environment, Moodle, and associated services such as the Panopto lecture capture system.

The successful candidate will lead the technical support, maintenance and future development of eLearning technologies and platforms in line with institutional strategy and industry best practice and oversee a professionally managed eLearning support service for staff and students.

Applicants must have experience of the configuration and administration of a VLE (preferably Moodle although suitable experience of other systems will be considered) and managing technical supplier relationships. They should have relevant experience in the education sector, including supporting innovation in Teaching and Learning via the introduction of new technologies. Line management experience, excellent organisational and self-management skills and an ability to work to deadlines are essential, as is a strong commitment to providing excellent support to staff, students and other stakeholders.

Informal enquiries may be addressed to Marcus Sugden, eLearning Manager at m.sugden@leedstrinity.ac.uk

To apply for this post or for an informal discussion, please contact Mark Holleran at TalentEdu who have been exclusively retained for this post: m.holleran@talentedu.co.uk or telephone: +44 (0) 203 290 2907. Further information can be found at <https://talentedu.com/ltu/>

Closing date for applications: Sunday 16th January 2022

Interviews for this post are expected to take place on Tuesday 8th or Wednesday 9th February 2022



Race
Equality
Charter
Bronze Award



Job Description

Purpose of the Role:

To lead the technical support, maintenance and development of eLearning technologies and platforms in line with institutional strategy and industry best practice and oversee a professionally managed eLearning support service for staff and students.

Responsible to: eLearning Manager

Responsible for: eLearning Support Advisors

Main Duties and Responsibilities:

Technology Lead:

- 1 To act as technical lead for any projects involving:
 - a. the introduction of new eLearning tools, technologies, or platforms
 - b. upgrades or changes to existing systems and tools
 - c. changes to suppliers, infrastructure, architecture or hosting arrangements
 - d. integration of eLearning technologies or data with other University systems
- 2 To work with the eLearning manager, project managers and colleagues to develop business cases for new eLearning investments, and investigate the technical implications of any proposed projects or changes that involve eLearning tools or technologies.
- 3 To lead the prototyping, analysis, design, build, testing and release phases for any projects involving eLearning tools, technologies, or data, in collaboration with the eLearning Manager, project managers, colleagues and suppliers.
- 4 Under the direction of the eLearning Manager, work with stakeholders across the University to ensure any proposed new eLearning related technologies are prioritised, assessed and approved prior to implementation, in line with strategy, policy and agreed priorities.
- 5 To support the eLearning team and IT Trainer in the development of guidelines and training material covering the appropriate use of new tools and technologies for staff and students.
- 6 To ensure appropriate staging and test environments are available and up to date.
- 7 To work with the eLearning manager and Head of Information Systems to ensure new technologies are rolled out with appropriate support and maintenance arrangements in place, including inputting into the negotiation of third-party contracts.
- 8 To work with colleagues and suppliers to ensure that any changes to 'Live' services are carried out in line with professional change management standards and in accordance with University, professional, IT and security standards.
- 9 To work with the eLearning team to identify, plan and promote opportunities for the further exploitation of existing eLearning technology.
- 10 To monitor supplier roadmaps and maintain up to date knowledge of the latest technological developments in eLearning and the sector to provide advice on future technical direction and strategy.

Systems Maintenance:

- 11 To oversee technical support and maintenance for all eLearning technologies, including updates, plugin installation, database management and integrations with other systems, working in collaboration with third party suppliers where necessary.
- 12 To act as the day-to-day contact for hosting, infrastructure, and technology suppliers across the eLearning ecosystem, monitoring SLA performance and escalating issues and concerns.
- 13 To carry out license planning, usage monitoring and account maintenance.
- 14 To monitor usage, capacity and performance of the eLearning systems, and advise on technical, configuration or infrastructure enhancements that may be required to ensure optimum functionality.
- 15 To work with external suppliers to ensure eLearning systems and platforms are scalable, reliable and adhere to accessibility, interoperability, security and data protection standards, and that they are backed up and have appropriate Disaster Recovery arrangements in place.
- 16 To oversee eLearning system maintenance in collaboration with suppliers, including periodic updates and troubleshooting of any performance issues that arise.
- 17 To oversee the creation, maintenance and archiving of additional instances of the VLE and other technologies, where necessary, in collaboration with suppliers.

Service Management

- 18 Oversee the delivery of the staff and student eLearning support service, in line with professional service management best practice, including:
 - a. Ensuring incoming incidents and service requests are triaged, assigned and resolved according to agreed SLAs and priorities
 - b. Ensuring support services are managed efficiently e.g. working closely with IT helpdesk to maximise opportunity for first contact resolution
 - c. Monitoring and reporting on incident, service request and knowledge base volumes and activity
 - d. Liaising with suppliers in the event of incidents or outages, assessing impact and ensuring stakeholders and the user community are kept informed
 - e. Working with the eLearning manager to ensure staffing resources are best aligned with peak times of activity throughout the academic cycle, and are allocated in line with priority and University strategy
 - f. Working with the eLearning team to ensure the service request catalogue, knowledge base and self-service portal is up to date and offers maximum benefit to staff and students
- 19 Line manage a team of eLearning Support Advisors.

Other:

- 20 To engage with internal and external networks, attend forums, meetings and conferences to represent the University, and disseminating news and updates to the team and other stakeholders as required.

General Duties:

- To ensure the use of data complies with current regulations, particularly those relating to GDPR.

- To comply with current health and safety requirements, work with relevant University policies and participate fully in the annual staff review scheme.
- To apply the University's Equality, Diversity and Inclusion Policy in the postholders' area of responsibility and in their general conduct.
- To carry out other duties, commensurate with the grade of the post, as may reasonably be directed by your line manager after due consultation.

This job description is current on the date indicated below. It is liable to variation by the Vice-Chancellor in order to reflect or anticipate University developments and changes in the post.

Person Specification

Methods of assessment:

A = Application Form, I = Interview, S = Selection activity

Essential criteria

Qualifications & Professional Memberships	Assessment Method
1. Undergraduate degree or equivalent professional experience.	A
Skills, Knowledge & Experience	
2. Technical knowledge and experience of configuration and system administration of a VLE (preferably Moodle) including installation, integrations, upgrades and plugins.	I, S
3. Experience with working with stakeholders and colleagues to develop business cases for new technical investments and to successfully deliver projects that introduce new technologies to an organisation.	A
4. Relevant experience in the education sector, including experience of providing user and technical support for systems that enable online/ blended learning, ideally as part of a professional helpdesk.	A, I
5. Experience supporting innovation and change in Teaching and Learning via the identification, assessment and implementation of new technologies.	I
6. Experience of managing supplier relationships, contracts and monitoring service levels	A, I
7. Experience of creating and delivering training sessions/guidance materials.	A
8. Service Management knowledge and experience of change control practises to support the implementation of new and changed technologies (e.g. ITIL).	A, I
9. Good understanding of system maintenance and hosting considerations, including digital security, resilience and monitoring of system(s) usage, capacity and performance.	A, I
10. High levels of ICT literacy and excellent knowledge of Microsoft Office 365 (ideally including Teams).	A
11. Knowledge of accessibility regulations and best practices in order to help evaluate proposed eLearning systems projects or changes.	I
12. Excellent organisational and self-management skills, with the ability to work under own initiative and to deadlines.	A
13. Strong analytical skills and problem solving skills	I, S
14. Excellent presentation, communication and interpersonal skills with both internal and external stakeholders, colleagues and suppliers.	I
15. Line management and leadership skills.	A, I
Values, Behaviours & Key Competencies	
16. Ability to demonstrate a genuine commitment to equality and inclusivity in the fulfilment of your duties, interactions and behaviours with others, including actively supporting associated EDI Chartermarks awarded to the university.	A, I
17. Strongly committed to providing excellent support to staff, students and other stakeholders.	I
18. Evidence of commitment to CPD.	A

Desirable criteria

Skills, Knowledge & Experience	
19. Working knowledge of Turnitin and assessment technologies such as Feedback Studio/Grademark.	A
20. Practical experience in the administration of lecture capture systems / video content management for education.	A
21. Relevant experience in the higher education sector.	A
22. Knowledge of relevant educational administrative systems, such as SITS.	A
23. Knowledge of Moodle's database table structure and relationships.	A, I
24. Practical knowledge of relational database technologies such as MySQL.	A, I
25. Awareness of assessment practices in an educational environment.	A

Important Information

How to Apply

If you wish to apply for this position please visit leedstrinity.ac.uk/jobs and complete the application form electronically by the closing date stated on the advert. Further details on completing the application form can be found at leedstrinity.ac.uk/jobs/application-process-and-advice/

Pre-employment Checks

All offers of employment are subject to pre employment checks including proof of right to work in the UK, satisfactory references and evidence of qualifications.

All candidates are required to declare any unspent convictions. Certain posts may also be subject to a Disclosure and Barring Service (DBS) check. Where relevant, this will have been outlined in the advertisement for the post.

Equality, Diversity and Inclusion

Leeds Trinity University values diversity and inclusion and particularly encourages applications from the following groups as they are currently under-represented within the University: LGBT+, Black, Asian and Minority Ethnic applicants, as well as candidates with disabilities, whether hidden or otherwise. The University will consider all forms of flexible working arrangements.

Leeds Trinity is a Disability Confident employer and as such will offer an interview to any applicant who states they have a disability and meets the essential criteria for the position. If you require any additional information at any point in the recruitment process please get in touch.

Contact Information

For any further information please contact the Human Resources Team on 0113 283 7130 or at jobs@leedstrinity.ac.uk.

Leeds Trinity University
Horsforth, Leeds
LS18 5HD

Tel: 0113 283 7100

leedstrinity.ac.uk



[/leedstrinity](https://www.facebook.com/leedstrinity)



[@leedstrinity](https://twitter.com/leedstrinity)



[/leedstrinity](https://www.linkedin.com/company/leedstrinity)

