

UNIVERSITY OF SUSSEX

1 Advertisement

Post Title: Online Distance Learning Coordinator

School/department: Technology Enhanced Learning

Hours: Full-time hours considered up to a maximum of 1 FTE / 36.5 hours

Requests for [flexible working](#) options will be considered (subject to business need).

Contract: Permanent

Reference: 5144

Salary range: starting £21,814 rising to £25,217 per annum

Placed on: 12 January 2021

Closing date: 27 January 2021. Applications must be received by midnight of the closing date.

Expected interview date: TBC

Expected start date: As soon as possible

The University of Sussex is seeking to appoint an enthusiastic, creative and highly motivated individual to join the Online Distance Learning (ODL) Team within the Technology Enhanced Learning (TEL) department. This important role will deliver high quality administrative support to meet the needs of the University's ODL provision, developed in partnership with Pearson.

This is an exciting opportunity to join a specialist team committed to supporting innovation in teaching and learning and an opportunity for an individual interested in a career within the field of learning technology to gain valuable skills and experience in a supportive digital environment.

If you would like to discuss the role in further detail, please contact Mellow Sadik, Online Distance Learning Manager m.sadik@sussex.ac.uk

For full details and how to apply see our [vacancies page](#)

The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.

2. Senior leadership and management

The Vice-Chancellor (Professor Adam Tickell) is the senior academic officer and, as Chief Executive, is responsible to the University Council for management of the University. He is supported by an executive group, which includes the Deputy Vice-Chancellor, the three Pro-Vice-Chancellors, the Chief Operating Officer, the Director of Finance and the Director of Human Resources. The Heads of the Schools of Studies at Sussex report to the Deputy Vice-Chancellor.

The Chief Operating Officer heads the Professional Services of the University. In addition, under the University Statutes, the Chief Operating Officer is Secretary to the University Council. The Director of Finance reports to the Vice-Chancellor, the Director of ITS and the Librarian report to the Chief Operating Officer.

3. Technology Enhanced Learning

Technology Enhanced Learning Technology Enhanced Learning (TEL) is a division of the Directorate for the Student Experience which provides specialist services focussed on enhancing educational practice and enriching student learning. The team works collaboratively with Schools and other Professional Services to provide advice and support in the effective use of technologies in teaching, learning and assessment. TEL are service owners of the University's Virtual Learning Environment (Canvas), support the use of a number of other key systems including electronic submission (Turnitin/Mahara) and have lead responsibility for the development and delivery of the University's online distance learning provision working in partnership with Pearson Education.

4. Job description for the post of: Online Distance Learning Coordinator

Department:	Technology Enhanced Learning
Location:	Library
Grade	4
Responsible to	Online Distance Learning Manager
Responsible for	n/a

Purpose of the post:

The Online Distance Learning Coordinator provides administrative and operational support for the university's online distance learning (ODL) course provision, working in collaboration with Schools, Professional Services and the University's distance learning partner Pearson. The post contributes to student enrolment and progression processes, course/module development and launch activities, and ensures ODL administrative functions run smoothly.

Responsibilities:

1. Provides assistance for student/staff enrolment processes and progression tracking. Enrols new and continuing students onto modules, ensuring timeliness and accuracy. Liaises with IT on account creation for partnership staff.

2. Supports course/module development and launch procedures through contribution to pre-launch content reviews and go live checks. Compiles quantitative feedback from student end of module surveys and identifies key trends. Contributes to user acceptance testing of new/redeveloped digital processes or platforms and records issues on tracker documents.
3. Provides administrative assistance to the ODL team's daily operational and office procedures. Coordinates and schedules events and hospitality with ODL team, Pearson, academic and professional services staff. Captures and shares meeting minutes and follow-up actions with teams.
4. Creates, updates and securely maintains ODL documentation including guidance templates/documentation for partner, academic and professional service staff. Ensures course/module records – including enrolment forecasts - are up to date and made available to relevant colleagues on a timely basis.
5. Supports response to ODL-related queries from students and colleagues, providing a high quality customer service. Demonstrates a customer-focussed orientation when engaging with all internal and external stakeholders.
6. Builds and maintains effective and collaborative relationships with Academic, Professional Services and partner staff, in support of the development of premium quality online learning provision.
7. Takes personal responsibility for continuing professional development.

This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed.

Date: January 2021

Person specification for the post of: ODL Coordinator ref: TBC

EXPERIENCE

	Essential	
Desirable		
Providing administrative support including supporting and servicing meetings, committees and report writing.	X	
Working in a changing work environment and making a positive contribution to the change	X	
Experience of producing/contributing to digital communication materials and resources	X	
Experience of writing for the web and copy editing		X

SKILLS / ABILITIES

	Essential	
Desirable		
Excellent written and oral skills, with a concern for accuracy	X	
Pro-active and flexible, able to think ahead, prioritise and manage a varied workload	X	
Excellent interpersonal skills, with the ability to confidently express points to colleagues and partners	X	
Demonstrable service orientation, together with a client/customer focus	X	
IT literate with proven experience working with MS Office products and with the ability to learn new software/systems	X	
Evidence of a good level of analytical and numerical ability	X	

KNOWLEDGE

	Essential	
Desirable		
Knowledge of and commitment to providing a high level of service	X	
Demonstrable understanding of FE/HE sector.		X
Understanding of GDPR, appreciation of the need to maintain confidentiality and keep information/data secure	X	

PERSONAL ATTRIBUTES AND CIRCUMSTANCES

	Essential	
Desirable		
Demonstrates sensitivity, tact and the ability to remain calm when working to different priorities	X	
Experience of working cooperatively as part of a team to meet objectives	X	

Evidence of a high degree of personal initiative and commitment to professional development	X	
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Date: January 2021