The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.
2. The Division for the Student Experience (DSE)

The Division for the Student Experience provides a range of administrative, academic and support services focused on improving the student experience, both directly to students and also to colleagues in Schools and Departments.

Our services include:

- Technology and Enhanced Learning
- Academic quality and enhancement;
- Development of academic policy and procedures, including assessment regulations;
- Student registration and ongoing maintenance of student records;
- Timetabling of teaching and management of room bookings;
- The management of student progress and assessment including the organisation of all formal examinations;
- Statutory returns including HESA;
- Research Student Administration
- Careers and Employability Centre
- Counselling, Health and Wellbeing
- International Student Support
- Student Life Centre
- Student Support Unit
- Sussex Regional ACCESS Centre
- Chaplaincy

The TEL team provides specialist services focused on enhancing educational practice, supporting innovation in teaching and enriching student learning. The team comprises a group of professional educators, digital learning specialists and experts in project delivery and online user engagement. The team works collaboratively with Schools and Professional Service divisions to develop academic practice, provide advice, deliver courses of the highest quality and support in the effective and innovative use of technologies in teaching, learning and assessment. The team also works in partnership with the University’s strategic partner to identify, design and support the delivery of a suite of Online Distance Learning courses.

3. Job Description

Job Description for the post of: **Head of Technology Enhanced Learning**

**Department:** Student Experience

**Section/Unit/School:** Academic Services

**Location:** The Library

**Grade:** 9

**Responsible to:** Associate Director, Academic Services

**Responsible for:** 14 staff (not FTEs)

**Job purpose:**

- Provide leadership and strategic direction to the Technology Enhanced Learning team.
- Ensure the delivery of high-quality, innovative and effective educational technologies and services.
- Foster a culture of continuous improvement and innovation within the team.
- Collaborate with Schools and Professional Services to develop and implement academic practices.
- Manage the allocation of resources and the team's performance.
- Oversee the implementation of new technologies and the ongoing evaluation of services.
- Maintain compliance with relevant policies and regulations.
- Support the development of staff skills and knowledge in the field of Technology Enhanced Learning.
Technology Enhanced Learning is responsible for supporting the development and implementation of strategies, projects and initiatives to transform learning and enhance the student experience.

The Head of Technology-Enhanced Learning (TEL) reports to the Associate Director, Academic Services and has close working relations with the Director for the Student Experience, the Pro-Vice Chancellor (Education and Students) and the Deputy Pro-Vice Chancellor (Education and Innovation). Academic leadership for teaching and learning (including technology-enhanced learning) is provided by the Pro-Vice Chancellor (Education and Students) and is overseen by the University Education Committee on behalf of the University's Senate.

The post holder supports these key postholders to strategically lead and manage the staff, projects and resources to deliver the priorities outlined in the University’s Strategic Framework and in particular to oversee implementation and evaluation of activities. The Head of Technology Enhanced Learning provides strategic and expert oversight of the University’s online distance learning provision including management of the relationship with the University’s Online Distance Learning partner Pearson Education.

Key duties and responsibilities

- To provide expert advice and support for the development of the University’s strategy in the use of technology to enhance the quality of teaching, learning and the student experience in accordance with the goals and priorities identified by the University’s Strategic Framework and associated enabling strategies.

- To provide strategic and expert oversight of the University’s Online Distance Learning provision.

- To provide support and guidance to Schools and Professional Services on the use of technology to assist them to develop and implement strategies and/or projects to meet institutional priorities for the enhancement of teaching and learning.

- To advise on the development of the University’s teaching and learning environment, building strong relationships to ensure alignment of services and facilities in support of excellence in learning and teaching.

- To develop and deliver (in-house and/or with third parties) an ongoing programme of professional development opportunities, networking events and training to support technology enhanced teaching and learning, the development of staff and student digital literacies and pedagogic innovation across the University.

- To provide strategic leadership for the development and management of the University’s virtual learning environment, lecture capture system and other core learning technologies to improve the student learning experience and to contribute to institutional strategic priorities.

- To establish and maintain relationships with relevant professional bodies, networks and institutions across the UK and internationally in support of excellence in learning and teaching.

- To undertake other projects as required from time-to-time.

Specific responsibilities
1. **To provide advice and support for the development of the University’s strategy in the use of technology to enhance the quality of teaching, learning and the student experience in accordance with the goals and priorities identified by the University’s Strategic Framework and associated enabling strategies.**

1.1 To lead the planning, implementation, and evaluation of University-wide strategic projects aimed at enhancing the quality of technology enhanced learning, teaching, assessment and curricula delivery.

1.2 To project manage specific initiatives and/or to procure and oversee the implementation of new technologies or services using third party providers.

1.3 To work in partnership with the Pro-Vice Chancellor (Education and Students) and Professional Service colleagues to develop, implement and review the quality enhancement aspects of policy, procedures and guidelines relating to learning, assessment and curricula delivery as appropriate.

1.4 To provide specialist advice to the Pro Vice-Chancellor (Education and Students) and the Deputy Pro-Vice Chancellor (Education and Innovation) on emerging trends and innovation in the use of technology in teaching and learning and make proposals for institutional responses as appropriate.

1.5 To support the development of institutional bids for funding by national bodies in support of institutional strategic priorities as required and liaising with academic and professional service colleagues as necessary.

2. **To provide strategic and expert oversight of the University’s Online Distance Learning provision.**

2.1 Establish and lead the University’s central online distance learning team, setting standard operating procedures and channels of communication internally and externally.

2.2 Manage the relationship with the University’s online distance learning partner, Pearson Education, ensuring governance arrangements for partner management are operated effectively in collaboration with other relevant Professional Services.

2.3 Lead and provide oversight of course design, development and delivery in partnership with Pearson Education, Schools and relevant Professional Services.

2.4 Establish a pipeline of courses to form the University’s portfolio of online distance learning provision.

3. **To provide support and guidance to Schools and Professional Services on the use of technology to assist them to develop and implement strategies and/or projects to meet institutional priorities for the enhancement of teaching and learning.**

3.1 To lead and develop Technology Enhanced Learning and establish as an impactful academic service, ensuring the effective deployment of staff and resources in support of Schools, University strategies, initiatives and projects.

3.2 To act as an effective communications conduit between Schools, Technology Enhanced Learning and other Professional Services in matters relating to the use of
technology to enhance learning, teaching, assessment and curricula delivery.

3.3 Make a significant and sustained contribution to the development of a strong service-oriented culture within Technology Enhanced Learning with a reputation for effectiveness and excellence in support of School and institutional initiatives.

4. **To advise on the development of the University’s teaching and learning environment, building strong relationships to ensure alignment of services and facilities for learning and teaching.**

4.1 To provide oversight for the development and implementation of the University’s Lecture Capture system, and to devise and deliver a programme of staff training and digital resources in the effective use of the system, both technologically and pedagogically, working in partnership with Information Technology Services.

4.2 To work in Partnership with the Pro-Vice Chancellor (Education and Students), Deputy Pro-Vice Chancellor (Education and Innovation) IT Services and Sussex Estates and Facilities to ensure appropriate implementation of learning technologies in teaching rooms during construction and refurbishment and to ensure a coherent programme of maintenance for systems that is appropriately aligned to the timing of the academic year.

4.3 To support the Pro-Vice Chancellor (Education and Students), Deputy Pro-Vice Chancellor (Education and Innovation) and colleagues in Sussex Estates and Facilities to develop flexible learning spaces and to introduce experimental teaching facilities.

5. **To design, develop and deliver (in-house and/or with internal or external third parties) an ongoing programme of continuing professional development opportunities, networking events and training to support technology-enhanced teaching and learning and pedagogic innovation across the University.**

5.1 To develop and encourage sharing of good practice in Technology Enhanced Learning by working with Schools and individual academics and offering courses, workshops, master classes and seminars, encouraging and supporting formal and informal networks, ensuring provision meets demand and is tailored to key institutional priorities.

5.2 To facilitate the development of academic practice at Sussex through contribution to the development and delivery of the University’s Postgraduate Certificate in Higher Education and Starting to Teach provision.

5.3 To assess student and academic staff needs, evaluating new technologies, pedagogies and services, horizon scanning, experimenting, and guiding the future development of teaching and learning at Sussex.

5.4 To establish and manage communications channels (internal and external) to promote and encourage Technology Enhanced Learning across the University and to contribute to the University’s quality enhancement work with partner organisations as required.

6. **To provide strategic leadership for the development and management of the University’s virtual learning environment and other core learning technologies to improve the student learning experience and to contribute to institutional strategic priorities.**
6.1 To oversee and lead the development of the University's core learning technologies, in particular the Canvas virtual learning environment, the University's e-submission processes and lecture capture system and other associated learning technologies.

6.2 To establish, chair and service TEL staff and student user groups as appropriate.

6.3 To evaluate services on a regular basis and to implement enhancements and improvements.

7. To establish and maintain relationships with relevant professional bodies, networks and institutions across the UK and internationally in support of excellence in learning and teaching.

7.1 To represent the University externally as required and to ensure membership of relevant professional and/or quality bodies nationally and internationally.

8. To undertake other projects and duties as required from time-to-time.

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

Person Specification

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<tr>
<th>Qualifications/Knowledge</th>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Specialist knowledge in technology enhanced learning in higher education or a related field.</td>
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<td>A postgraduate degree or experience at an equivalent level.</td>
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<tr>
<td>A specialist qualification in learning technologies, IT or a related field.</td>
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<td>Demonstrable personal and professional development relevant to the role.</td>
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<td>x</td>
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<tr>
<td>Awareness of current policy and climate in HE both nationally and internationally; along with an understanding of the regulatory issues and current challenges relevant to HE.</td>
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<tr>
<th>Experience</th>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Successful experience in a related or similar role in HE.</td>
<td>x</td>
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<tr>
<td>Proven track record in project management, delivering objectives on time and to budget.</td>
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<tr>
<td>Proven record of line management capabilities including those associated with strategic and operational planning, reporting, and staff management.</td>
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<td>Membership of a relevant professional / quality body.</td>
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<th>Skills and Abilities</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>Proven leadership and management skills developed in a higher education environment.</td>
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</table>
Evidence of ability to identify innovation and/or the development of institutional capacity in the use of technology to enhance learning, teaching, assessment and curricula delivery. | x |
The ability to think strategically, prioritise and make decisions whilst working across organisational boundaries in a complex organisation. | x |
Diplomacy and persuasiveness and the ability to influence staff at all levels. | x |
Excellent oral and written communication skills, the ability to write policy and strategy. | x |
Ability to confidently defend a point when questioned by senior colleagues, and to engage in challenging intellectual debate. | x |
Ability to respond positively and creatively under pressure. | x |

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<tr>
<th><strong>Personal Attributes</strong></th>
<th><strong>Essential</strong></th>
<th><strong>Desirable</strong></th>
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<tr>
<td>Team leadership skills with the ability to contribute positively as a team member, develop and foster teamwork in others, and ensure achievement of team goals.</td>
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<td>Demonstrable service orientation together with a “client/customer” focus.</td>
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<td>Demonstrated awareness of the impact of technology in relation to equality and diversity policy in teaching and learning and the student experience in higher education.</td>
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<td>High level interpersonal and communication skills with the ability to build and maintain effective collaborative professional relationships with individuals at all levels.</td>
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