



1. Advertisement

Post Title: Online Distance Learning Officer

School/department: Technology Enhanced Learning

Hours Full time. Requests for flexible working options will be considered (subject to business need).

Contract: Permanent

Reference: 5013

Salary range: starting at £25,941 to £30,046 per annum, pro rata if part time

Closing date: 06 January 2021. Applications must be received by midnight of the closing date.

Expected start date: As soon as possible

This vacancy is only open to those currently employed by the University.

The University of Sussex is seeking to appoint an enthusiastic and experienced administration professional to join the Online Distance Learning (ODL) Team within the Technology Enhanced Learning (TEL) department. This important role will deliver high quality administrative, service delivery and project support to meet the needs of the University's ODL provision, developed in partnership with Pearson. The Online Distance Learning Officer will play a key role supporting the overall operational effectiveness of the central ODL team.

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). The department has 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 Officer

Department:	Technology Enhanced Learning
Location:	Library
Grade	5
Responsible to	Online Distance Learning Manager
Responsible for	n/a

Purpose of the post:

The Online Distance Learning Officer provides professional administrative and project support to the university's Online Distance Learning (ODL) course provision, working in collaboration with Schools, Professional Services and the University's distance learning partner Pearson. Responsible for leading the maintenance and development of processes, ensuring ODL activities run smoothly on a daily and long-term basis.

Responsibilities:

1. Proactively leads on performing and optimising ODL service delivery, including recording of student information, creation of Sussex accounts and borderline referrals. Analyses data/platforms, ensuring processes are secure, fit for purpose, and actioned in a timely manner within agreed SLAs. Contributes to user acceptance testing for new/redeveloped digital processes or platforms and makes recommendations for improvement.
2. Manages discrete projects as required. Supports larger project activities by ensuring plans, processes and documentation are kept up to date. Undertakes research and analysis and prepares drafts of policy or reports as directed. Prepares project paperwork, ensuring it's of a high standard and distributed within appropriate timescales, ensuring actions are managed effectively.
3. Communicates ODL activities through a variety of channels. Securely maintains shared virtual drives, writing and updating ODL guidance templates/documentation for partners and/or academic staff. Updates and maintains ODL website area, writes regular news updates and provides information for staff.
4. Delivers administrative support to the ODL team's daily operational and office procedures. Coordinates and schedules events and hospitality with ODL team, Pearson partners, academic and professional services staff. Acts as clerk at selected ODL meetings, captures and shares meeting minutes and follow-up actions with teams.
5. Acts as point of contact for ODL-related queries from staff, providing high quality customer service. Adopts a customer-focussed culture to all internal and external customers.
6. Builds and maintains effective and collaborative relationships with the central ODL team, Pearson partners, academic and Professional Services staff, to support ODL in the development of premium quality online learning provision.

7. Takes personal responsibility for continuing professional development. Keeps up to date with e-learning developments and their integration into service provision wherever appropriate. Makes a contribution, as appropriate, on behalf of Technology Enhanced Learning to University-wide e-learning projects in the area of distance learning.

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 November 2020

Person specification for the post of: ODL Officer ref: 5013

EXPERIENCE

	Essential	Desirable
Experience of developing systems and business processes to improve service delivery.	x	
Demonstrable relevant administrative experience in a further/higher education environment	X	
Evidence of compiling briefing papers	X	
Experience of writing for the web and copy editing	X	
Evidence of success in project management		X
Performing user acceptance testing, and providing effective feedback	X	

SKILLS / ABILITIES

	Essential	Desirable
Pro-active and flexible, able to think ahead, prioritise and manage a varied workload	X	
Excellent organisational skills, with the ability to work effectively under pressure	X	
Analytical and problem-solving skills, able to identify and creatively solve issues	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	
Excellent oral and written communication skills, the ability to write to a high standard of accuracy and detail	X	
Ability to create and edit Web pages		X

QUALIFICATIONS

	Essential	Desirable
Foundation level project management qualification		X
Evidence of continuing professional development	X	

KNOWLEDGE

	Essential	Desirable
Knowledge of e-learning platforms e.g. Canvas, Moodle		X
An understanding of current policy and climate in FE/HE both nationally and internationally.		X
Understanding of General Data Protection Regulations	X	

Date: November 2020