JOB TITLE: **HEAD OF DIGITAL LEARNING**

REPORTS TO: **DIRECTOR OF OPERATIONS AND FINANCE**

Background

Cambridge Judge Business School (CJBS) is increasingly using digital learning tools and techniques to deliver its world class, exciting and innovative teaching. Growth in the use of these technologies for learning, teaching and assessment is expected to continue to increase over the coming years (including the impact of the COVID-19 experience) as students increasingly expect and value such offerings as part of their educational experience.

The CJBS digital learning strategy is made up of four strands: enhancing current teaching provisions; establishing commercial programmes; pursuing new long-term projects to enable scaling and extension of reach and reputation; and consolidating and enhancing the CJBS learning platform.

The central department Digital Learning team is responsible for providing this department-level oversight, promotion and co-ordination in the use of digital learning and building the digital capability in the business school.

The team's primary service areas are:

- Delivery, maintenance and development of a digital learning environment and the integrated tools/services.
- Engaging and, in conjunction with the IT team, supporting faculty and programme directors in the production of digital materials.
- Creation and maintenance of engaging, pedagogically sound online resources.
- Advocacy of digital learning tools and techniques to complement current teaching provisions.

The role

The Head of Digital Learning will play a pivotal part in the ongoing development and implementation of the School's strategic approach to technology enhanced learning across all courses/programmes (15 accredited degree programmes and a suite of Executive Education courses). The role holder will provide staff with guidance and training and encourage innovation and use of technology to its full potential and advice on pedagogic practices and curriculum design to support both synchronous and asynchronous learning.

They will lead the scoping and implementation of new digital learning technologies, initiatives, and processes, including taking a proactive approach to continuous improvement, evaluating the effectiveness of the department's digital learning platform and pedagogical processes.

The post holder will also be responsible for identifying and facilitating the sharing of best practice in the development of resources supporting digital learning activities in the department.

The Head of Digital Learning has responsibility for a team of eight staff and will work closely with faculty, programme directors, programme and operation teams across the department.

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Main Responsibilities

Strategic development of digital learning platform and tools

- Develop, set and implement a department-wide digital strategy, in line with the broader department's plans and strategy:
    - Lead the department with pedagogical and technical advice on the best ways to achieve the department's objectives in relation to digital enhanced learning.
    - Identify opportunities for innovation and improvement from engagement and feedback from stakeholders.
    - Identify new initiatives and work with colleagues to progress them.
    - Rework and readjust strategic and operational plans and priorities in the light of emerging issues and problems.
- Keep abreast of developments in digital learning in business and professional education, both in the UK and internationally:
    - Identify and assess relevant/emerging new technologies and continue to improve the digital learning experience of our students and clients: plan, design and manage the integration of such technologies within the department's digital learning platform.
    - Identify and pursue commercial opportunities with the department's digital learning faculty co-ordinator.
    - Identify and evaluate digital learning tools, new approaches to digital learning and emerging notions of embedding digital learning in the academic context.
    - Provide reports, horizon scans and similar to inform the Director's Advisory Group of key trends and developments within digital learning technology.
    - Keep up to date with developments and technical knowledge in relevant fields.
- Lead on the development of the department's digital learning platform, engaging external suppliers as required.
- Transform the department's position on the global stage through overseeing introduction of new learning/digital technologies so that the business school is seen as competitive in its digital learning technologies compared to other leading business schools.
- Work with the department's executive education business and research centres to source funding opportunities and pursue suitable partnerships with other bodies (educational and commerce), in order to increase the use of digital learning and enhance CJBS reputation in the field.
- Explore and develop potential collaboration opportunities with Cambridge Assessment, Cambridge University Press, Executive Education and others.
- Organise student focus groups, take the information gathered at these events and be responsible for its application to future plans for the digital learning environment.
- Represent CJBS in University working groups as necessary.

Engagement and support

- Work with faculty and programmes to explore and exploit potential developments in the use of digital learning technology:
    - Engage with faculty and encourage wider take-up across the department and maximise use of digital resources in their teaching.

- o Provide one-to-one and group support for faculty seeking to develop digital learning approaches in teaching.
- o Work with faculty to develop their work plans, overcome technical and educational problems and enhance provisions.
- o Work with programme directors to ensure materials are fit for the purposes of the various courses/programmes.
- o Provide advice and support to academic staff/support staff on the design and delivery of the digital learning (to include guidance on ways to create and structure content) to ensure the department's digital learning provision is used to its full potential.
- o Promote, develop and evaluate the impact of technology enhanced learning on the student learning experience.
- Advise faculty and programme teams on pedagogic values of new technologies.
- Engage with multiple stakeholders (in groups and individually) to build and deliver a dynamic learning environment and to develop learning communities through digital technology.
- Oversee the development of training materials to help faculty, staff and students use digital learning technologies including conducting training sessions, if required.
- Build internal capability to create digital learning materials without dependence on external partnerships' support.

Providing oversight and maintaining compliance

- Establish the digital learning team as the custodians of the department's digital learning resources (except syllabi and very specific materials):
    - o Develop a standard operation framework in the use of the department's digital learning platform.
    - o Draft policies and procedures to support further roll-out of digital learning across the department.
    - o Establish a set of documentation, identifying learning outcomes and objectives for each individual course material produced.
    - o Develop internal documentation for users and programme administrators.
    - o In collaboration with the department Librarian, IT Director and other colleagues, ensure there is compliance oversight of usage (e.g. copyright, licences, open access, research data management).
- Overall responsibility for ensuring that the content is of a high quality and usability to protect the student experience and ensure best practice in the use of the department's digital learning platform:
    - o Create opportunities for interactive classroom/blended learnings.
    - o Produce new forms of assessments and metrics.
    - o Introduce analytics.
- Ensure that content is suitably engaging, aesthetically appealing and appropriate for the medium.
- Promote a shared understanding of the approach to ensure that course contributors work within that framework.
- Identify and facilitate sharing of best practice across all the programmes/courses in the department.

Implementation of a consistent platform and repository

- Understand the department's strategy with regard to teaching and learning, including requirements of programmes and guide the use of digital learning technology across the department based on this knowledge:

- o Translate needs as expressed by non-expert staff in the department into technical and educational requirements and design solutions to meet these requests.
- o Devise, design or commission a single consistent digital learning platform for the department.
- o Implement mechanisms/processes for the co-ordination of policies and procedures for items such as coursework submission and feedback process.
- Oversee development of course delivery methods and identify digital learning developments with programme directors to ensure the ongoing success of the department's digital learning provision.
- Responsible for establishing a sizeable repository of content for the department across a range of subjects:
  - o Ensure materials are stored in a consistent manner which will allow access to all courses/programmes.
  - o Establish a mechanism for indexing and cataloguing materials in order that individual faculty/programme administrator can easily retrieve, reuse and recombine materials for different courses/programmes.
- Be the liaison for IT in the implementation of the School's digital learning platform.
- Manage stakeholder relationships in the department.
- Liaise with other teams in the department, both technical and administrative, to ensure that projects and initiatives are properly co-ordinated and delivered in line with the department's infrastructure and policies.

Line management

- Direct line management of the Digital Learning team (eight members of staff):
  - o Recruitment, selection and induction.
  - o Setting objectives, carrying out appraisals, identifying the personal development and training needs.
  - o Undertake routine personnel management such as monitoring and authorising leave and absence and implementing disciplinary action if required.
  - o Line manager's health and safety responsibilities.
- Provide leadership and motivation:
  - o Manage and develop the team to ensure both a proactive and responsive approach.
  - o Manage the workloads of the team: co-ordinate and supervise allocation of work, ensuring high quality of work and service are completed in a timely and professional manner.
  - o Oversee and review digital learning support activities to ensure requests are dealt with consistently in a timely manner.
  - o Facilitate communications between the staff of the team and the wider organisation.
- Manage the budget of the team (circa £75,000 non-staff costs) efficiently and in accordance with the University financial regulations.

The Person

The ideal candidate should have the following qualities, skills and attributes. You are asked to provide a covering letter demonstrating how your own experience meets these requirements.

- Educated to degree level or equivalent in a relevant subject or a related discipline.

- In depth understanding of current and emerging issues, trends and commercial opportunities in digital learning and/or higher education.
- Excellent understanding of pedagogical learning.
- An understanding of how web-based, media and mobile technologies can be used to enhance learning, teaching and assessment.
- Experience of supporting online learners and the operational delivery of online courses.
- Excellent technical understanding of digital learning platforms (virtual learning environment (VLE), managed learning environment (MLE)) and their uses in an educational environment.
- Experience of full production life-cycles of a digital learning platform from design to evaluation (desirable).
- Understanding of digital learning platforms and their uses in an educational environment (desirable).
- Experience in using and editing audio/video technologies (desirable).
- Ability to communicate effectively and build relationships at all levels (with both academic and non-academic colleagues as well as commercial partners and clients).
- Good customer service skills – the ability to provide appropriate and timely advice in response to enquiries.
- Effective written and verbal communication skills with the ability to explain technical issues to both those with and without a technical background.
- Ability to write reports and well-structured documents (including technical documents).
- Ability to create/update engaging, pedagogically sound online learning resources and guides.
- Experience of working in an academic/educational business environment.
- Experience of using social networking technologies.
- Experience of developing processes and procedures for complex administrative and technical projects.
- Experience of working for multiple stakeholders in a customer facing environment.
- Experience of delivering training on a one-to-one and group basis.
- Some budget monitoring experience.
- Experience in creating online assessments (desirable).
- Experience of using or supporting other digital learning technologies (e.g. plagiarism detection of software, assessment tools) (desirable).
- Experience of managing a team of staff, with excellent project and people management skills.
- Ability to self-organise and work to strict and multiple deadlines.
- Good analytical skills with a structured and methodical approach.
- A team player who can balance need, risk and pragmatism when developing solutions.
- Ability to deal sensitively with difficult situations.
- Ability to keep abreast of new techniques and practices and advise on potential commercial opportunities or benefits.
- Energetic, creative with an enthusiasm for innovation.
- Flexible approach to working hours as required.

Benefits

This is a full-time position working 37 hours per week. There will be a nine-month probationary period. Holiday entitlement is 33 days per annum plus eight days of public holidays. The salary will be in the range £55,751-£59,135 per annum.

The full incremental salary range for the position is advertised in order to demonstrate the progression for the Grade. In the majority of cases appointments will be made at the Grade minimum; only in very specific exceptional circumstances can a higher salary be offered.

The University of Cambridge comprises more than 150 departments, faculties, schools and other institutions, plus a central administration and 31 independent and autonomous Colleges. It is one of the world's oldest and most successful universities, with an outstanding reputation for academic achievement and research.

With excellent benefits, extensive learning opportunities and a stimulating and attractive environment, the University of Cambridge is a great place to work. Our employees are eligible for a wide range of competitive benefits and services. We give them access to numerous discounts on shopping, health care, financial services and public transport. We also offer final salary pensions and tax-efficient bicycle and car lease schemes.

We have two nurseries and a holiday play scheme to help support those with childcare responsibilities and we offer various types of family-friendly leave to aid employees' work-life balance. In addition we operate a number of initiatives to promote career development, health and well-being.

Further details can be found at www.admin.cam.ac.uk/offices/hr/staff/benefits. There is also a range of information about living and working in Cambridge at www.jobs.cam.ac.uk.

Application arrangements

To submit an application for this vacancy, please search for this position on the University's Job Opportunities website at www.jobs.cam.ac.uk and click on the "Apply online" button at the bottom of the relevant job description. This will route you to the University's Web Recruitment System, where you will need to register an account (if you have not already) and log in before completing the online application form.

The closing date for applications is Sunday 25 October.

Interviews are planned for the week commencing 2 November.

Applicants are required to provide details of two referees. These will not be contacted unless the applicant is shortlisted.

Equality of opportunity at the University

The University of Cambridge is committed to a proactive approach to equality, which supports and encourages all under-represented groups, promotes an inclusive culture and values diversity. Entry into employment with the University is determined by personal merit and by the application of criteria required for the post. No applicant for an appointment or member of staff will be treated less favourably than another on the grounds of sex (including gender reassignment), marital or parental status, race, ethnic or national origin, colour, disability (including HIV status), sexual orientation, religion, age or socio-economic factors.

The University has various diversity networks which help it to progress equality; these include the Women's Staff Network, the Disabled Staff Network, the Black and Minority Ethnic Staff Network and the Lesbian, Gay, Bisexual and Transgender Staff Network. In addition, the University was ranked in the top 100 employers for lesbian, gay and bisexual (LGB) staff in Stonewall's Workplace Equality Index 2013.

Information if you have a disability

The University welcomes applications from individuals with disabilities and is committed to ensuring fair treatment throughout the recruitment process. Adjustments will be made, wherever reasonable to do so, to enable applicants to compete to the best of their ability and, if successful, to assist them during their employment.

We encourage applicants to declare their disabilities in order that any special arrangements, particularly for the selection process, can be accommodated. Applicants or employees can declare a disability at any time.

Applicants wishing to discuss any special arrangements connected with their disability can, at any point in the recruitment process, contact, a member of Cambridge Judge Business School's HR team who are responsible for recruitment to this position, on (01223) 768497 or by email on hr@jbs.cam.ac.uk. Alternatively, applicants can contact the HR Business Manager responsible for the department they are applying to via hrenquiries@admin.cam.ac.uk.