JOB TITLE:  VIRTUAL LEARNING ENVIRONMENT SUPPORT & ENGAGEMENT LEAD
(FIXED TERM)

REPORTS TO:  HEAD OF DIGITAL LEARNING

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 increase over the coming years as students increasingly
expect and value such offerings as part of their educational experience. The role holder will also spend a
significant amount of time with the various educational programme offices across the School.

Working in a team of three and based in the Digital Learning team (DLT), reporting to the Head of Digital
Learning, the role holder will be working with programme teams, faculty and support staff to ensure the
School’s virtual learning environment (VLE) is adopted and fully utilised for teaching and learning
activities at the School.

The role

The VLE is central to teaching and learning at the Business School. The role holder will work with the
Digital Learning Platform Manager, IT and the Digital Learning Team to support and promote the use of
the VLE and advocate best practice in digital learning, engaging with end users from all areas of the
School. Understanding the difference in programme team culture and their approaches is key to the
success of this role, as is the interface to faculty and students. The role holder will provide day to day
support to users, creation of user documentation will assist with training and engagement activities such
as regular forum meetings, workshops and drop-in sessions.

Main responsibilities

• Work in response to programme needs and the School’s strategy.
• Develop training provision for key stakeholder groups; faculty, programme teams and students. The
  role holder must ensure that the training is tailored to their needs and experience levels.
• Organise and participate in a working group, working directly with programme teams and faculty to
  support their use and development of the learning platform.
• In conjunction with the Digital Learning Platform Manager provide day-to-day support to all VLE
  users.
• Develop and manage a support course and author associated documentation (tutorials, exemplars,
  FAQs, videos etc.) that will promote effective and correct use of the platform while upholding and
demonstrating high standards of digital accessibility.
• To be the lead on upholding and communicating high standards of digital accessibility within the Digital Learning team and the wider school, in relation to digital learning content, and in line with the University's voluntarily compliance with the 2018 regulations.

• Taking processes and workflows designed by the Digital Learning Platform Manager, programme teams and with input from the role holder ensure the effective adoption of these processes by programme teams.

• Partner with programme teams as they re-develop content on the platform. Offer platform expertise to ensure that the platform is used to the best of its capability.

• In conjunction with colleagues in the team, facilitate a structured programme of professional development for designated members of staff in programme teams that will ensure that programmes take a shared ownership of the platform.

• The role holder may also be asked to perform additional related duties for the IT/DLT Manager as required.

The person

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

• A degree or related/equivalent work experience.

• Membership of a related professional organisation such as Association for Learning Technology (ALT) is desirable.

• Experience of working with and providing effective guidance on digital accessibility at all levels within an organisation.

• A detailed understanding of Web Content Accessibility Guidelines (WCAG 2.1), and how they apply to digital learning environment.

• Experience of working within an educational setting.

• Experience of first line user support.

• An understanding of digital pedagogies and adult learning theory.

• Ability to manage multiple tasks effectively at the same time.

• Experience of working for multiple stakeholders in a customer facing environment.

• Ability to engage with stakeholders and scope learning requirements.

• Able to work in a team of multi-skilled professionals where you will both take instruction and give guidance.

• Ability to create/update engaging, pedagogically sound online learning resources and guides.

• Experience of administering content on a virtual learning environment or online content management systems.

• Energetic, creative with an enthusiasm for innovation.

• Confidence to challenge the status quo with well thought, evidenced based arguments.

• Good organisational and time management skills with proven ability to manage your own workload and deadlines.

• The role holder may need to work occasional out of hours or weekend work (desirable).
Benefits

This is a full-time position working 36.5 hours per week. There will be a six-month probationary period. Holiday entitlement is 28 days per annum plus eight days of public holidays. The salary will be in the range £29,176 - £34,804 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 6 December 2020.

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.