**JOB TITLE:** DIGITAL LEARNING PLATFORMS SUPPORT SPECIALIST

**REPORTS TO:** DIGITAL LEARNING PLATFORMS AND SERVICES MANAGER (DLPSM)

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**Background**

The Cambridge Judge Business School Digital Learning team is a central group of educational specialists, focussing on learning design, content and media development, and educational technology platforms and services. The team are responsible for the development and delivery of dynamic and engaging learning for degree programmes and offering advice and training to professional and academic colleagues. The central Digital Learning team (DL) provides department-level oversight and coordination of the delivery and use of digital learning for degree programmes and supports innovative approaches to teaching and learning within the Business School.

With a pro-active, delivery focused ethos the role holder will work as part of a service delivery team to ensure the effective and consistent day-to-day delivery of our learning platforms, with a current focus on Moodle. The role holder will support the service desk, taking a hands-on approach to all enquiries until resolution, and work closely with stakeholders, including programmes and faculty, to ensure that the needs and requirements of the school are met. This will include (non-exhaustive) induction, outreach, the development of training opportunities, guidance, support, documentation, and input into policy. Promoting continuous improvement this role will be pivotal in supporting the development of our learning platforms by ensuring that users are aware of and confident in the use of technology for learning, assessment, and teaching.

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**The role**

The role holder will work as part of a dedicated service delivery team supporting the operational delivery and development of the learning platform and associated technologies. Acting as the point of contact for professional and academic colleagues, the role holder will engage with service users and develop guidance, training and best practice in the use of platforms, technologies and tools for learning and learning management purposes. The role holder will provide day to day support for users, responding to and solving service desk enquiries; and will support the operational delivery and the development of platforms services to include the creation of custom guidance and service wide documentation. The role holder will work towards the creation of a new online training site, assessing users’ needs and existing skill levels in order to structure effective training for colleagues; in addition, organising and delivering structured training sessions to be defined.

The role will work closely with the DLPSM to draw out and report on data from the platform to ensure that the key metrics are visible to the school to support continuous improvement in delivery and
processes, using existing knowledge of users to help shape and define development and to effectively communicate best practice to colleagues.

**Main responsibilities**

The below is representative of the duties and responsibilities associated with this role, and shared between colleagues playing to their individual skills, interests, and development goals.

**Responding to queries and requests**

- Respond to digital learning service desk requests promptly and either resolve them yourself or assign them to others in the team.
- Use a practical and supportive approach to handle requests from all service users, ensuring they are resolved to their satisfaction or turned into initiatives, projects, or refer/escalate to the relevant parties.
- Use a range of communication channels to ensure services needs are met.

**Needs analysis, and knowledge and skills development**

- Use your knowledge of user needs, service requests and data to plan communication and knowledge sharing approaches.
- Create and deliver various resources and opportunities for service users to learn and develop skills in using digital learning technologies.
- Produce resources and opportunities that may include intranet guidance pages and articles, online courses that can be accessed anytime, and live training sessions.
- Organise and manage online, live online, hybrid and in-person knowledge sharing sessions and events as required.
- Produce regular reports and analysis to guide the work of the DLPSM, DL team and wider stakeholders

**Outreach and communication**

- Keep service users informed about important updates and events related to the platforms and services.
- Reach out to service users regularly and involve them in user research and discovery activities to understand their needs and preferences.
- Working with the DLPSM to collaborate with stakeholders and service users in the User Experience (UX) development cycle, to design a seamless user journey based on the feedback and insights you gather.
- Communicate with service users frequently to reinforce key messages, showcase projects and initiatives, and encourage the use of platforms and digital services for education. You can do this by organising and facilitating various online and in-person activities, such as focus groups, forums, and round tables.
Process and task ownership, management and completion

- Document, track, and manage all service processes and tasks using modern tools and techniques in a way that is timely, transparent, collaborative, and inclusive.
- Implement and maintain information and documentation processes including versioning, audits, and approval workflows to ensure relevance and validity are maintained.
- Work with the DLPSM and Programmes to implement and manage processes for Module enrolments so that students see the right modules at the right times.
- Work with the DLPSM to ensure the right tools and workflows are in place and to remove or address any obstacles that hinder efficiency and effectiveness.
- Maintain a focus on improving the service user experience and the overall service quality.

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:

- experience of working within an educational setting
- experience of first line user support and problem diagnosis
- an understanding of digital pedagogies and adult learning theory
- experience of administering online content using a content management system
- experience of working for multiple stakeholders in a customer facing environment
- ability to engage with stakeholders and scope requirements
- able to work in a team of multi-skilled professionals where you will both take instruction and give guidance
- able to work with a range of online tools and web technologies
- ability to create/update engaging, pedagogically sound online learning resources and guides
- energetic, creative with an enthusiasm for innovation
- confidence to challenge the status quo with well thought, evidenced based arguments
- ability to work accurately with data from a variety of sources, collating and formatting in preparation for us in other system
- a degree or related (or equivalent work experience)

Desirable:

- experience of web-based systems administration and configuration
- experience of UX methodologies and design
- a working knowledge of web technologies, such as: HTML, Javascript, Web APIs
- a working knowledge of Moodle LMS
Benefits

This is a full-time position working 36.5 hours per week. There will be a 6 month probationary period. Holiday entitlement is 28 days per annum plus eight days of public holidays. The salary will be in the range £32,332-£38,205 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 2 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 21 February 2024.**

Applicants are required to provide details of 2 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.

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 by email on hr@jbs.cam.ac.uk.