



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Digital Education Officer (Course Support)

Digital Education Service



Salary: Grade 5 (£22,659 – £26,243 p.a.)

Reference: CSDLS1055

Fixed term for 12 months

We will consider flexible working arrangements

Digital Education Officer (Course Support)

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Do you have proven experience in online course support and excellent communication and organisational skills? Do you want to work in a fast-paced team which is constantly learning and growing?

We are looking for a digitally-focussed professional to support the development and maintenance of online courses on external and internal platforms. You will work within a growing team in the Digital Education Service to support the delivery of online courses on FutureLearn, Blackboard Learn, and other course platforms and virtual learning environments. In this varied and interesting role you will contribute to ensuring course administration and operational processes and practices are managed effectively, and delivered consistently and to agreed quality standards. You will support evaluation and continuous process improvement for the Service's course administration practices and processes.

You will have a positive, proactive approach to your work, be communicative, organised, flexible and committed, with the ability to work alone as well as part of a team. We are looking for someone with excellent attention to detail, some experience in a learning technology role (broadly construed), and an aptitude for picking up new systems and software.

What does the role entail?

As Digital Education Officer (Course Support) your main duties will include:

- Carrying out course support activities on online learning platforms (e.g. Blackboard Learn, Coursera, FutureLearn);
- Monitoring in-course engagement for online courses, including discussion forums;
- Downloading, formatting, and uploading content to online learning platforms;
- Systematically testing course content and online learning activities to ensure compatibility with different operating systems, web browsers and devices;
- Responding efficiently and professionally to enquiries or requests for information from internal and external stakeholders;
- Using your initiative to investigate and solve problems, following procedures and seeking further information as required;



- Identifying and escalating content or technical issues/queries to senior colleagues as appropriate;
- Supporting the technical and administrative set-up of webinars and equivalent online events, following procedures and seeking further information as required;
- Systematically investigate and evaluate online tools and resources that can support the delivery of online courses;
- Supporting the Student Education Service Manager and Head of Student Education with preparation of statistic and reports for course evaluation and review purposes.

These duties provide a framework for the role and should not be regarded as a definitive list.

What will you bring to the role?

As Digital Education Officer (Course Support) you will have:

- Knowledge and/or experience of online and digital education;
- Experience of administering Virtual Learning Environments (e.g. Blackboard, Moodle, Canvas, etc.) or online learning platforms such as Coursera or FutureLearn;
- Excellent accuracy and attention to detail, with the ability to follow processes to agreed quality standards;
- Experience of using tools for online and communication and collaboration tools (e.g. Skype, Zoom, Google Hangouts, Blackboard Collaborate);
- Good organisational skills with the ability to work under pressure, prioritise, schedule and balance workloads to meet deadlines;
- Strong IT skills, proficient in use of Microsoft Office products, with the ability to quickly learn and use new systems;
- A systematic approach to investigating and documenting problems, and using initiative and collaborating with others to resolve issues;
- Good written and verbal communication skills, with the ability to articulate complex information, modifying your approach to suit different audiences;
- The ability to work effectively in a team environment by collaborating, supporting and valuing the contribution of colleagues;



You may also have:

- Experience of working with Content Management Systems and/or equivalent web-based applications, and knowledge of web/multimedia technologies (e.g. HTML5, CSS, javascript);
- Experience with email management systems (e.g. MailChimp, Newzapp);

How to apply

You can apply for this role online; more guidance can be found on our [How to Apply](#) information page. Applications should be submitted by **23.59** (UK time) on the advertised closing date.

Contact information

To explore the post further or for any queries you may have, please contact:

Megan Kime, Head of Student Education

Tel: +44 (0)113 343 7710

Email: M.Kime@leeds.ac.uk

Additional information

Working at Leeds

Find out more about the benefits of working at the University and what it is like to live and work in the Leeds area on our [Working at Leeds](#) information page.

Candidates with disabilities

Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found on our [Accessibility](#) information page or by getting in touch with us at disclosure@leeds.ac.uk.

Criminal record information

Rehabilitation of Offenders Act 1974

A criminal record check is not required for this position. However, all applicants will be required to declare if they have any 'unspent' criminal offences, including those pending.



Any offer of appointment will be made in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our [Criminal Records](#) information page.

