Digital Literacy Project Co-ordinator
Information Services
Closing date: 11 March 2018
Interview date: 27 March 2018
Vacancy reference: 6458
INTRODUCTION

Information Services has an ambitious programme to deliver digital literacy to all students and staff with a number of projects underway to help transform our practice over the next 3 years. These projects require the substantial development of online learning and teaching materials.

This role provides an opportunity to acquire skills and experience in developing online learning training materials for staff and students across the University. The post will provide first and second line user support to staff and students. Excellent communication and customer-service are requirements for this post, combined with a strong commitment to personal development to learn new skills.

The role sits within the Teaching and Learning team within Relationship Management in Information Services, and will work across Relationship Management to provide support across the team.

All staff share responsibility for and contribute to the success of the overall service. We want you to contribute to service improvement, working in an environment of mutual respect and openness. We strongly encourage all staff to engage in a process of continual review - both of their own work and that of colleagues; making suggestions for change to ensure that we continue to develop and enhance our services to meet the requirements of all our users.
Main purpose of the role

To assist the work of the Relationship Management Team, providing support for the development of online learning and teaching materials. The post will also be required to provide project administration support for the digital literacy programme and will provide first and second line support for staff and student enquiries.

Key responsibilities

(Role holders will be required to undertake some or all of the duties below)

- Develop online learning and teaching materials, guidance documentation and training resources
- Provide first and second line user support to staff and students related to the work of the Relationship Management team
- Provide evaluation, dissemination and administrative support to the Relationship Management team
- Be actively involved in projects to enhance and develop Information Services provision

Support to staff and students:

- Assist the Relationship Management team in providing first and second line support to staff and students; respond to user queries through a range of tools liaising with other team members where appropriate
- Identify potential continual service improvements that will bring benefits to staff and students using the relevant services
- Deliver training to staff on the tools used to produce online learning and teaching materials to assist other members of the Relationship Management Team with the co-delivery of training and teaching workshops
- Offer quality assurance for team members of online learning materials

Develop online learning and teaching materials guidance documentation / training resources for the VLE and the hosted tool-set:

- Develop online learning and teaching materials using a range of tools to support the digital literacy programme
- Develop templates and resources on the authoring of online course materials; provide guidance documentation on innovative pedagogy and approaches to enhancing the student learning experience

Evaluation, Dissemination & Administrative support to the Team:

- Contribute to the evaluation of blended and online learning resources; assist with the evaluation of content
- Assist the Team in the organisation of dissemination events.
- Providing administrative support for the digital literacy programme and the associated projects
- Provide input to project groups and departmental committees on digital literacy provision and developments
- Work with the Marketing and Communications team to promote new services, resources and updates to existing services

The post holder will undertake other such other duties as may reasonably be required by the Head of Relationship Management.

At a glance

Salary £24,983—£30,688 a year

Hours of work Full time, 37 hours a week

Contract type Fixed term to 29 March 2019

Based at Heslington Campus West
## Qualifications

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<tr>
<th>Qualification</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Undergraduate degree or equivalent qualification, or equivalent experience</td>
<td>Essential</td>
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<tr>
<td>Certified Membership, Association for Learning Technology (CMALT)</td>
<td>Desirable</td>
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<td>ITIL service management qualification</td>
<td>Desirable</td>
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## Knowledge

<table>
<thead>
<tr>
<th>Knowledge</th>
<th>Essential / Desirable</th>
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<tr>
<td>The underlying educational processes in using learning technologies to enhance student learning and academic practice in higher education</td>
<td>Essential</td>
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<td>Understanding team dynamics and how this contributes to effective service delivery</td>
<td>Essential</td>
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<tr>
<td>A good working knowledge of standard office applications, including Microsoft Office, Google Apps</td>
<td>Essential</td>
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<tr>
<td>Learning technologies and their application in the design of blended and distance learning courses across a range of academic disciplines</td>
<td>Desirable</td>
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<tr>
<td>Awareness of e-learning standards and accessibility, disability, copyright and licensing legislation for e-learning</td>
<td>Desirable</td>
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<tr>
<td>A good working knowledge of web design principles (html5 and css)</td>
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<tr>
<td>A basic knowledge of programming and scripting languages e.g. Google Apps Script or Javascript</td>
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## Skills, abilities and competencies

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<thead>
<tr>
<th>Skills, abilities and competencies</th>
<th>Essential</th>
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<tr>
<td>Good oral and written communication skills</td>
<td>Essential</td>
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<td>Able to explain pedagogic and technical issues clearly to people at all levels of technical and academic knowledge</td>
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<td>Able to liaise with a wide variety of clients and to demonstrate excellent customer service skills</td>
<td>Essential</td>
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<tr>
<td>Able to plan own work and responsibilities over the short and medium term, with an awareness of longer term issues</td>
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<td>Able to work effectively, both independently and as a member of a number of different teams</td>
<td>Essential</td>
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<td>Proactive approach to keeping up to date with developments in area of expertise</td>
<td>Essential</td>
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<tr>
<td>Ability to acquire new skills and knowledge rapidly</td>
<td>Essential</td>
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<td>Ability to demonstrate flexibility under pressure and in adapting to changing needs</td>
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## PERSON SPECIFICATION

### Experience

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<th>Essential / Desirable</th>
<th>Details</th>
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<tbody>
<tr>
<td>Essential</td>
<td>Designing and writing user guides for online course design and delivery</td>
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<tr>
<td>Essential</td>
<td>Demonstrable experience in designing and writing user support materials</td>
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<tr>
<td>Essential</td>
<td>Taking an active part in a team, helping colleagues as required to ensure tasks are completed on time and to required standard</td>
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<tr>
<td>Essential</td>
<td>Experience of involvement in projects</td>
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<tr>
<td>Desirable</td>
<td>Customer support, preferably in a higher education environment</td>
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<td>Desirable</td>
<td>Delivering training to academics and/or students</td>
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<td>Desirable</td>
<td>Experience in a comparable role within the higher education sector</td>
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### Personal attributes

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<tr>
<td>Essential</td>
<td>Conveys a positive attitude</td>
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<td>Essential</td>
<td>Motivation towards customer service excellence and quality</td>
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<td>Essential</td>
<td>Sensitivity and empathy with users, colleagues and staff, understanding the needs of those working and studying in a higher education environment</td>
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<td>Essential</td>
<td>Commitment to personal development and to learning new skills</td>
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<td>Essential</td>
<td>Motivated to maintain awareness of higher education agendas and developments nationally, especially with regard to their impact on the role holder’s area of responsibility</td>
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<td>Essential</td>
<td>Willing to engage with appropriate external networks including attending conferences where appropriate</td>
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THE DEPARTMENT

Library Services

The Library offers a wide range of services and extensive collections to support the Teaching, Learning and Research of the University with a strong focus on customer service and continuous service improvement. With over 1400 study spaces we provide a wide range of study environments including quiet reading areas, flexible group study, specialist research areas, bookable group and individual rooms and PC classrooms. The University Library complex includes the JB Morrell Library, the Raymond Burton Library for Humanities Research, the Borthwick Institute for Archives and the Harry Fairhurst building on the Heslington West campus and is open 24 hours a day, 7 days a week, 362 days a year. We have a library available at the King’s Manor in the centre of York and we are responsible for running York Minster Library, under a partnership agreement with the Dean and Chapter.

The Library stock includes around one million physical items in addition to over half a million e-books, and over thirteen thousand print and electronic journals and databases. The Library is responsible for the institutional repository which holds over 81 thousand items and is part of White Rose Research Online, run jointly with the Universities of Sheffield and Leeds.

Our Help Desk offers support in person and virtually for library and IT queries, and through collaborative arrangements with the US we are able to offer access to library enquiry services 24/7. We value our relationships with the students, staff and researchers of the University and our Relationship Management Team provide a focus for this engagement, alongside development of digital literacy skills for all. We work closely with colleagues in IT Services to ensure successful take up of software such as Google Apps.

With the increasing move towards digital information, we have invested in “York Digital Library” (YODL) which is an online repository for multimedia resources at the University of York. It provides access to over 69,000 resources, which include images, past exam papers and Masters theses. Working closely with the Archives team, the Library has become involved in prestigious digitisation projects funded by national and international bodies such as the Wellcome Trust and Mellon Foundation.

The Borthwick Institute for Archives

Founded in 1953, we have collected archives from all around the world, from the 11th century to the present day. Our users include academic researchers and a large number of public visitors, and our staff contribute to academic teaching in many departments across the University. Our holdings include the
archive of the archbishops of York from 1225, hospital archives, political archives, business archives, family archives, archives of living writers for stage and screen, and a growing number of third sector organisations, such as Alcoholics Anonymous and the Yorkshire Wildlife Trust. Our media range from parchment, through rag-made paper to reel-to-reel tapes and digital files. We also provide records management, Freedom of Information and Data Protection services for the University.

IT Services

Information Technology is fundamental to the teaching and research success of the University as well to its day to day operations. ITS provides technology services to the whole University: staff, students and visitors. We aim to deliver services which are secure, reliable, easy to use and resilient. We strive to develop new services to meet changing needs and to keep pace with technological advances.

We manage, develop and support the network infrastructure which interconnects all buildings as well as the high-speed link to the internet via the academic network provided by Jisc Technologies. Wireless coverage on campus is now nearly universal and students have access to both the wired and wireless network from their study bedrooms and in all teaching and public spaces across campus.

More recently, we have developed a research support team which offers advice and support to researchers across the University as well as small scale HPC, data storage and backup services. In addition, we are responsible for providing the technical infrastructure underpinning many of the Universities corporate information systems such as the VLE, website, Student Record and Finance systems. We provide business analysis, project management and integration expertise to introduce new University wide systems and services that support teaching, research and administration.

We support over 6,000 centrally managed PCs, installed into classrooms for student use, and in offices for staff. More than 200 items of PC software are available, including standard office applications and specialist software to support teaching and research. We also have a managed Linux and Mac desktop service, provided a Windows based laptop loan service for students and support most other modern platforms. Since 2011 we have used the Google Apps for Education suite of software. This includes email, calendar and a whole raft of collaboration tools. Google Apps are now well embedded in the institution. Our centrally managed Print, Copy and Scan service (York Print Plus) is available across the University in all departments and student areas and supports printing from wireless devices, scan to email and traditional photocopying.
THE UNIVERSITY

Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2017 it is the home of more than 17,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world’s leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and one of just six post-war universities which appear in the world top 100 (2013-14) and 15th in the Times & Sunday Times league table (2016). The University of York has won six Times Higher Education (THE) Awards and five Queen’s Anniversary Prizes.

The University is proud of its association with Athena SWAN, holding 12 awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th for the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
THE UNIVERSITY

Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. York enjoys a safe, friendly atmosphere with facilities including bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal since 2000. We have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning spaces, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we’ve worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing staff moving to York with as much support as possible through our Relocation Package and Welcome Officers.

The University aims to offer a nurturing and supportive environment as an employer. Flexible working hours, nursery facilities, childcare vouchers, cycle to work scheme, generous holidays and an attractive pension scheme all make the University of York one of the region’s leading employers.

For further information please visit our employee benefit pages
THE CITY AND THE REGION

The City of York

Internationally acclaimed for its rich heritage and historic architecture, York’s bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford's Tower and the Shambles - just a few of the many attractions.

But York isn’t just a great place to visit - it’s also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit www.visityork.org for more information on the city of York.

Shopping, culture and entertainment

York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

Housing and schools

Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

Great location

York is one of Britain’s best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King’s Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

Yorkshire

The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online

- Go to https://jobs.york.ac.uk
- Find this job using reference 6458
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 11 March 2018

What will I need?

We will ask you for details of:
- your employment history
- relevant qualifications
- two referees

You need to be ready to show us how you meet the requirements of the job, either in a written statement and / or by answering questions.

Help and assistance

Direct any informal queries to michelle.blake@york.ac.uk

If you have any questions about your application, contact the HR Services team:

recruitment@york.ac.uk
+44 (0)1904 324835