Educational Advisor

Department: School for Business & Society
Hours of work: 37 hours per week (1 FTE)
Contract type: Open
Salary: £34,308 - £42,155 per year
Introduction

The Programme Design and Learning Technology (PDLT) Team works with programme and module leaders to explore aspects of design and delivery to ensure an outstanding learning experience for students. This draws on the principles of the York Pedagogy and makes connections with other priority areas such as the University’s Employability Strategy.

The Team’s input includes the effective use and embedding of learning technologies, helping to broaden the modes of teaching and learning and to support student engagement, digital literacy and employability. This ranges from resources on the VLE, through activities such as in-class polling and online assessment and feedback, to good practice in designing a fully online degree programme.

The Team helps departments to develop their assessment and marking practices and to explore ways of enhancing the quality of feedback to students.

The Team serves as the primary University-wide support centre for staff training and development in the use of the Replay lecture recording service, VLE and e-learning technologies, and provides advice and guidance to staff on e-learning matters relating to good practice. The Team contributes to the wider learning enhancement agenda and its work is informed by the full range of responsibilities of the Academic Support Office.

Further information on the work of the PDLT can be found at: https://www.york.ac.uk/staff/teaching/learning-design/

The role holder will be a member of the PDLT team and be embedded in the School for Business and Society. You will lead a small team working to the highest standards and best practices for online learning. You will be expected to work on your own initiative, leading staff training and user support services, as well as working effectively within a team.

Main purpose of the role

To provide professional advice and support to the School for Business & Society in the development of its degree programmes, with a particular focus on the effective incorporation of learning technologies. In collaboration with the academic teams and the wider PDLT team, you will produce learning journeys that challenge, stimulate and inspire, purposefully preparing our students for the future they are aspiring to. Day to day you will provide management and pedagogical guidance to a small team, allocating work and ensuring that tasks are completed to a high standard, meeting the needs and priorities of the School. You will also be responsible for taking the lead, where appropriate in coordinating the delivery and development of particular university or school initiatives to ensure delivery of its strategic goals.

1. Role Specific Responsibilities

- To support the School in its programme design and development, offering guidance, training and planning. To liaise with departmental Chairs of Boards of Studies, Chairs of Teaching Committees, VLE coordinators, and programme and module leaders, facilitating informed reflection on effective pedagogy, programme and module design, and the opportunities to enhance student learning with the provision of engaging teaching and classroom activities through learning technologies.
- Work with the Educational Advisor for Online Learning, add value by supporting academic colleagues with the evaluation and redevelopment planning of their modules, by offering direct support to module authors who are reviewing content and seeking to make changes.
- Maintain an up-to-date awareness of staff training needs across the School and deliver a package of support across the academic year.
● Lead and develop a small team of staff, allocating work and ensuring that tasks are completed to a high standard.
● Manage, review and implement procedures to maximise the efficiency of the work area
● Manage and provide information on the IT budget and asset register for the School, having overall responsibility for this
● Maintain up-to-date knowledge of the relevant fields; investigate and propose improvements to services, advocating best working practices.
● Provide first line service management for the AV recording studio facilities in the School. Scope, plan and provide staffing resources for projects using these facilities
● Provide second-line service management duties, including close liaison with the software supplier for the Schools Finance facilities, and other relevant internal support teams (e.g. Audio-Visual Team for the AV suite and IT Services for desktop support) to trouble-shoot support queries and ensure the effective running of the service.

2. University of York Responsibilities for Grade 6

Service and Operational Delivery
● Oversee a responsive and proactive support service to ensure service expectations are met.
● Collect and analyse stakeholder feedback to help define needs and requirements and the design and planning of services.
● Contribute to operational leadership teams and decision making to shape the nature and level of support services.
● Accountable for delivery of a service within a defined area or defined responsibilities.
● Make effective use of digital solutions to carry out operational activity and implement efficiency improvements.
● Depending on the role, may be required to act as operational line manager - setting, monitoring and overseeing the work of the team on a day to day basis
● Act as a supportive and encouraging member of a team. For roles at this level with supervisory responsibilities, demonstrate compassion and give advice on commonly occurring wellbeing issues.

Continuous Improvement
● Analyse service and operational delivery data and provide reports, making recommendations for improvement as appropriate.
● Ensure the review and improvement of systems and procedures in line with University frameworks.
● Review internal and external practice to identify opportunities for future improvements or efficiencies.
● Apply expertise to identify, understand and propose resolutions for issues or problems.
● Proactively identify opportunities for building personal knowledge and skills for self and others.
● Deliver knowledge sharing on specialist defined processes across the broader team.

Specialist Contribution
● Provide advice to stakeholders in relation to complex policies, procedures and regulations.
● Provide specific technical advice to ensure compliance with legislation, statutory duties, etc.
● Provide specialist expertise and support with complexity of data and information sources, providing interpretation and analysis.
● Carry out in-depth, complex investigations or searches; interrogate the information and data to identify trends and patterns.
● Deliver training, teaching and/or development delivery for stakeholders.

Collaboration and Communication
● Establish, maintain and develop productive and ongoing relationships with University stakeholders to create ideas for tactical service or operational delivery development.
● Build relationships and networks internally and externally to build and update knowledge and skills.
● Use a range of digital media and tools to communicate with a diverse range of key stakeholders.

Governance and Oversight
● Oversee activity to ensure all processes and transactions are delivered in line with regulatory and professional service and policy standards.
● Provide advice and training to stakeholders regarding compliance and regulations relating to the area of responsibility.
● Contribute to the creation or development of policy and procedures to take account of internal and external changes.
● Ensure activities and documents comply with internal University and external regulation, policy and procedures.

Planning and Organisation
● Plan, organise and prioritise own workload (and, where applicable, the workload of team members on a regular basis), taking into account operational needs and changing circumstances of the team over the short to mid term.
● Plan and manage longer term programmes of work, monitoring progress as required.
● Lead the delivery of projects to facilitate service operational change or play a role in University-wide projects.

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake others duties within the scope and grading of the post.
# Person specification

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<tr>
<th>Role Specific</th>
<th>Essential / Desirable</th>
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<tr>
<td>Knowledge of the national learning and teaching agenda and of learning enhancement issues in HE</td>
<td>Essential</td>
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<tr>
<td>Knowledge of pedagogy related to technology-enhanced learning and its application in the design of blended and distance learning courses across a range of academic disciplines</td>
<td>Essential</td>
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<td>Knowledge of 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>Proven experience of developing online learning at FE/HE or equivalent level</td>
<td>Essential</td>
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<td>Proven ability in the successful use of learning technology in HE as an educator or in a professional support role</td>
<td>Essential</td>
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<td>Experience in designing and writing user-support materials for online course design and delivery</td>
<td>Essential</td>
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<td>Proven ability to take a proactive approach to student engagement by the provision of effective learning experiences</td>
<td>Essential</td>
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<td>Ability to deliver learning technology training and support to academic staff across a range of subjects.</td>
<td>Essential</td>
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## University of York Person Specification for Grade 6

### Qualifications:

Level 3 qualification. (Qualifications at this level include A levels. Please [view the full list](#). We also welcome applicants with equivalent non-uk qualifications or equivalent professional experience.  

### Skills - demonstrates the ability to:

- Lead projects  
- Gather, analyse, interpret and report complex data/information  
- Use digital technologies including Google applications and/or Microsoft Office
Communicate effectively in verbal and written formats, including the use of a variety of digital tools | Essential

**Behaviours:**

- Works collaboratively with others | Essential
- Delivers a quality service | Essential
- Develops self and others | Essential
- Actively champions respect, inclusivity, equality and diversity | Essential
- Identifies and implements continuous improvement | Essential