

Candidate Information

Position: Assistant Director for Learning and Teaching Support
School/Department: Learning and Teaching Support
Reference: 21/109060
Closing Date: Monday 9 August 2021
Salary: £52,560 - £60,905 per annum.
Anticipated Interview Date: Monday 13 September 2021

JOB PURPOSE:

This senior leadership role will lead and manage the planning, development and delivery of the University's digital learning and teaching technologies and support services, providing a range of high quality and effective services which support and drive forward the University's vision of leading-edge education and world-class facilities.

The post holder will provide the transformation leadership of the delivery of a dynamic learning and teaching experience as highlighted in Queen's 2030 Corporate Plan for students and staff.

MAJOR DUTIES:

1. Take the lead role in the development and implementation of the digital systems for Queen's Learning and Teaching ambitions within the context of the University's Corporate Plan and the changing academic, financial and social environment.
2. Lead and direct the planning, development and delivery of enterprise-wide CRM and portal solutions to support the vision of Queen's as a digital university.
3. Manage and lead the introduction of modern cyber security practices, as defined via external benchmarks, into Queen's Identity Management and Cloud computing. These new cyber security practices will be used to mitigate the cyber security risks to Queen's digital infrastructure.
4. Evidence significant impact on the user experience of delivered services and developments. Deliver measurable, accurate metrics and report and act on these to prioritise industry best practice and evaluate the Learning and Teaching support services (typical metrics would include for example Return on Investment, impact on student and staff satisfaction).
5. Lead the development of Queen's digital web presence and supporting technologies to help deliver the University's digital marketing and recruitment agenda.
6. Lead and oversee the work of the Language Centre and the Training and Assessment Unit in support of the Queen's vision, digital literacies programmes and international agenda.
7. Work with the Queen's Senior Officers to develop a university wide digital learning environment both on and off campus to improve the flexibility and resilience of Queen's teaching infrastructure.
8. Lead and direct the implementation of the physical computing support required for student self-learning and campus based learning delivery.
9. Responsible for business case development and their approval for projects within the Learning and Teaching Support Division.
10. Ensure customer feedback and quality processes are in place for all areas within the Learning and Teaching Support Division, to make sure all service improvements are evidence-based.
11. Develop and manage the relationships with key strategic third-party digital delivery partners, with the focus on ensuring that Queen's leverages the capabilities of these partners to progress the Information Services Strategic Plan.
12. Drive advocacy and generate demand for digital learning and teaching capabilities across the Senior Management Team at Queen's.

Planning and Organising:

1. The post holder will be a key participant in setting the strategic direction of the Information Services and the successful realisation of the annual operational planning process.

2. Direct the Learning and Teaching Support, across the University, to deliver the desired outcomes of the 2030 Corporate Plan.
3. Plan, prioritise and organise individual, team and supplier activities with an appreciation of longer-term goals, ensuring plans supports Queen's 2030 Corporate Plan requirements for a Dynamic Digital Experience.
4. Update the roadmap for the Training & Assessment Unit and Language Centre on a rolling three year basis and lead the implementation of projects to realise the roadmap.
5. Contribute to the on-going development of the Information Services Strategic Plan and the Digital Transformation aspects of Queen's Corporate Plan.

Resource Management Responsibilities:

1. Ensure the financial plans for the Learning and Teaching Department are developed and that services operate effectively within a budget.
2. Initiate and explore ways of improving efficiency, effectiveness and promote improvements in value for money.
3. Initiate and explore ways of improving efficiency and effectiveness and promote improvements in value for money across the University.
4. Develop budget proposals for systems and service enhancements and new systems and services and manage those budgets.
5. Identify and manage external sources of income, including new opportunities for income generation.

Internal and External Relationships:

1. In partnership with relevant stakeholders develop a programme of activities to upgrade the digital infrastructure to support Learning and Teaching across the University.
2. Provide advice on digital technology and its benefits to senior colleagues from all areas of the University in the Learning and Teaching Domain.
3. Represent Queen's on national committees such as UCISA, Russell Group IT and external bodies, ensuring that Queen's broader strategic imperatives are supported by national initiatives in the digital environment to support Learning and Teaching.
4. Lead Queen's relationship and negotiations with key national and international suppliers of digital and Cloud based infrastructure.

ESSENTIAL CRITERIA:

1. A 2.1 or higher Honours degree in Computer Science or related discipline.
2. Substantial experience of leading the development of digital solutions and overseeing operations in support of Learning and Teaching objectives within a large scale FE/HE environment (greater than 10,000 students/1000 lectures).
3. Knowledge and experience of cyber security standards, such as ISO 27000, and best practice on identify management.
4. Significant understanding of how technology can foster and support innovative learning and teaching and assessment methods.
5. Experience (at least 3 years) of leading the development and operation of digital CRM or Portal solutions that involved working with multiple partners and stakeholder groups.
6. Strong financial acumen with the ability to develop and manage budgets.
7. A proven track record of delivering strategic outcomes with flexibility and creativity.
8. Ability to communicate effectively in writing and orally, with both technical and non-technical staff at all levels within the University and across industry sectors.
9. Manage and develop relationships with senior stakeholders and clients, including at the board level.
10. Ability to lead and coach professional development and support teams responsible for large scale digital environments.
11. The ability to negotiate with, influence and motivate others.
12. Proven ability to successfully manage interactions with internal business partners and third-party solution providers.

DESIRABLE CRITERIA:

1. Membership of British Computer Society or Institute of Engineering.
2. Project Management accreditation (e.g.) PRINCE2 Practitioner).
3. Experience of developing innovative solutions utilising Cloud based services.
4. National-level engagement in learning and teaching development e.g. through working with UCISA or other RG Universities.
5. Experience of using social media channels to promote employer's reputation.
6. Ability to develop personal networks at a national and international level.