



eLearning Systems Administrator

JOB DESCRIPTION

Job Title: eLearning Systems Administrator

Location: Cambridge

Salary: £23,000 - £27,000 per annum dependant on experience

Job Type: Full Time, Permanent

Overview

The National Extension College (NEC) is an educational charity based in Cambridge, which is part of the Open School Trust. NEC has provided tutor-supported distance learning courses directly to learners for over 50 years, and also publishes learning resources for colleges and training providers.

Job Purpose

The postholder to:

- Provide support and development in processes and application systems across key areas including education and quality compliance.
- Work closely with the managers and respective teams to ensure practices run smoothly.
- Be a key part of any specific projects that will develop according to the needs of the business.
- Review and suggest systems improvements to optimise the use of digital technologies, and enhance the learning experience.
- Create e-learning and online learning/training content and supporting materials.
- Troubleshooting student and tutor issues within the Learning Management System.

Key Responsibilities:

- Lead (or contribute) on projects related to NEC's Learning Management System (learn@nec) development upgrades, software integration and other improvements to the platform to enhance the learning experience and contribute to curriculum development (NB: currently NEC's LMS is based on Moodle platform).
- To promote, support and develop the use of learn@nec and other technologies (e.g. webinars) to staff, students and tutors providing training and evaluation and maximise teaching and learning.
- To ensure compliance with legislation including GDPR and Data Protection Act 2018, Safeguarding and Accessibility.
- To work independently and collaboratively with curriculum teams, marketing, student support, IT colleagues and tutors in the design development and evaluation of teaching and learning. Understanding the learning/learning technology requirements to determine solutions. To create engaging e-learning tools, providing creative flair and imagination to ensure that the e-learning tools are innovative and informative.
- Contribute to the development and implementation of a quality assurance approach ensuring that digital materials are fit for purpose within the regulatory environment and comply with established technical standards.
- Update and amend existing learning/training content, focusing on creating video e-learning content, adapting training/learning materials from face-to-face to e-learning.
- To provide reports to management as requested.
- To provide day to day support with application systems, develop and review Standard Operating Procedures (SOP's), and application systems across key areas including education and quality compliance.

- To provide cover for the Student Support team as required.
- Undertake other duties and responsibilities as appropriate since all staff are expected to work flexibly to respond to changing priorities and make sure that customer needs and business objectives are met.

The person specification

- An expert in educational learning platforms and digital learning, with experience of the Moodle platform (and ideally) Suite CRM.
- A proactive and focused individual with drive and enthusiasm. A passion for education and the opportunities it presents to change lives, with a willingness to go above and beyond for NEC and its students.
- The communication skills to act as a bridge between technical and non-technical staff, and tutors; ensuring the best technical guidance is delivered so as to convert needs into the most appropriate and relevant design solution.
- An enthusiasm to assist in the development of a learning technology strategy to support NEC's wider business plans.

Performance measurement

- All tasks completed to given deadlines.
- Tasks completed with minimal errors.
- Success in training and inducting tutors and other members of staff.
- Quality assurance measures met.
- All developments are carefully documented.

Skills, competencies and experience

Essential:

- Experience of designing, building and maintaining courses using a Moodle based platform; ideally being a Moodle guru, confident in its management and development.
- Excellent English communication and presentation skills - both written and verbal.
- Demonstrate a knowledge of how digital learning differs from face to face education
- Excellent attention to detail.
- Being able to consult/advise on content development.
- Ability to critically evaluate systems and processes to find efficient ways of operating
- Good time management and ability to work to deadlines.
- IT literate and willing to learn new systems, for example, learn@nec, and research new systems and technology.
- Experience of working in a customer service and/or administration role and liaising with stakeholders is essential.
- Developing relationships and teamwork.
- Delivering results and effective planning.
- Innovation and adaptability.
- Interpersonal awareness and self-management.
- Good decision making and timely decision escalating.
- Awareness of competitor activity.

Desirable:

- Previous experience in an education and training environment.
- Understanding of HTML5 and JavaScript.
- Good at problem solving.
- Good analytical skills - able to understand and present data and metrics to management.
- Good organisation skills with a 'can do' attitude.
- Proactive approach.
- Educated to degree level or equivalent.
- Understanding of assessment theory and different methods of assessment

- Interest in the education sector and understanding of UK qualifications.

Closing date: 9 July 2021
Interviews: w/c 12 July 2021

No agencies

Additional information

Benefits: 23 days annual holiday (plus 4 days Xmas shutdown); healthcare; group life scheme; employee discount on NEC courses and other training and development opportunities.

Working arrangements: the post holder will be based at our office, and we do operate a remote working policy.

Application

To apply, please email helen.smith@nec.ac.uk with a CV and cover letter setting out:

- What appeals to you about the role?
- The fundamental skills and experience you would be able to bring to the role?
- Current salary?
- Notice period (if relevant)?
- If you live outside of Cambridge, would travel be an issue (where applicable)?