

THE UNIVERSITY OF MANCHESTER**PARTICULARS OF APPOINTMENT****PROFESSIONAL SERVICES****DIRECTORATE FOR THE STUDENT EXPERIENCE****TEACHING AND LEARNING OFFICER: ONLINE AND BLENDED LEARNING PROJECTS****VACANCY REF: PSX-018145**

Salary:	£33,309 to £40,927 per annum, depending on relevant experience
Hours:	Full time
Duration:	Permanent from March 2022
Location:	Oxford Road, Manchester

Enquiries about the vacancy, shortlisting and interviews:

Contact: Sian Yeowell, Senior Learning and Assessment Developer

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Overall Purpose of the Job

- To be responsible for supporting the management and delivery of teaching and learning activities including the development, delivery and implementation of procedures relating to: Online and Blended Learning Course Delivery.
 - To work with leaders in Professional Services (PS), to embed locally and University-wide a culture of excellent service provision and continuous improvement, placing the student experience at the heart of what we do, with support for a single PS team working flexibly across organisational boundaries.
 - To work with senior colleagues in the delivery of Project Support and Teaching and Learning Development and enhancing the student experience.
 - To manage the work of the team in the delivery of Project Support and Teaching and Learning Development
 - This assignment is within Student and Academic Services and is responsible to the Teaching and Learning Manager (Academic Development)
 - Colleagues will be expected to work flexibly across the University and to take on assignments and roles as required across the organisation, using key principles of business partnering and collaborative working to ensure delivery of University and local priorities, operating at all times as a single cross University team
- Key Responsibilities, Accountabilities or Duties**

Key Responsibilities, Accountabilities or Duties

- To monitor and analyse project progress, presenting results and putting forward recommendations via briefings, presentations or written reports.
- To establish and maintain communications with project stakeholders across the

- University, including: Schools, Faculties, central service departments and International Centres, as well as liaising with external partners and collaborating institutions.
- To establish a regular reporting process so that all relevant OBL stakeholders, including external stakeholders are kept informed of progress against agreed targets.
 - To set and monitor project milestones, prioritise goals and define deliverables - reviewing timelines as appropriate and advising of any areas of concern.
 - To communicate, liaise and negotiate, as appropriate, with the project teams to ensure milestones are achieved. Undertake risk assessments, creating a risk register and monitoring progress as required.
 - To proactively engage with relevant internal and external networks and committees and with relevant colleagues across the University to develop knowledge in areas relevant to the continuous review of activities and sharing good practice.
 - Where appropriate, ensure the delivery of system training materials, learning resources, business process design maps, and user acceptance test scripts and any revisions which may arise as a result of software updates or policy and regulation changes.
 - To contribute to the development, implementation, evaluation and monitoring of Project Support and Teaching and Learning Development, relating to the enhancement of teaching quality, including Online and Blended Learning; Teaching and Learning Delivery, strategy, policies and procedures.
 - To manage individuals and teams, including allocation of tasks, setting priorities and performance targets, monitoring progress against agreed standards and performance criteria, and providing regular, effective feedback and training.
 - To provide advice, guidance and training to a range of colleagues on Project Support and Teaching and Learning Development.
 - To work flexibly across the University as necessary and undertake such other activities, as may be required across the organisation, supporting collaborative working to ensure the delivery of university and local priorities, operating as a single cross University team.
 - To contribute actively to wider University initiatives and networks to develop and plan implementation of business process and best practice.
 - To implement, evaluate, monitor and continually improve processes and systems.
 - To develop effective and supportive relationships with colleagues across the University.
 - To have awareness and active engagement with the need for diversity and inclusion in all that we do, for example when working with individuals who identify with a protected characteristic under the Equality Act (2010), students who are under-represented in Higher Education as outlined in the University's widening participation strategy.
 - To deliver a culture of excellent student focused customer service and support a performance culture within the team.
 - To champion a culture of continuous improvement, collaboration, consistency and innovation; and actively engage with change initiatives, leading on specific activities as appropriate.
 - To ensure and manage team compliance with, and promotion of, University policies, procedures and requirements at all times – in particular those relating to health and safety; equality, diversity and inclusion; and information governance.
 - To undertake professional development and support this within the team.

PERSON SPECIFICATION

Essential Knowledge, Skills and Experience

- Significant experience and up-to-date knowledge of Project Support and Teaching and Learning Development
- Ability to manage and develop a team of staff.
- Ability to meet operational requirements, with excellent planning, organisational and project management skills.

- A constructive team player demonstrating an ability to work flexibly, collaboratively and across organisational boundaries.
- Experience of contributing to policy development and implementation.
- Excellent communication skills with the ability to present information clearly and explain complex issues to a range of audiences with varying levels of understanding.
- Highly developed interpersonal skills, including tact, diplomacy and sensitivity.
- Experience of working in a customer focused environment and delivering exceptional customer service.
- Strong analytical, creative and pragmatic problem solving skills.
- High level of digital literacy, with knowledge and experience of IT systems relevant to the role.
- The ability to represent the School/Division and Professional Services externally.
- A commitment to the University's strategic goals, themes and values.

Desirable Knowledge, Skills, Experience and Qualifications

- A degree, professional qualification or substantial professional experience that demonstrates high-level literacy, numeracy and analytical skills.
- Significant experience of planning and managing projects and delivering successful outcomes.
- Experience of analysing and interpreting data and producing management information for senior managers.
- Knowledge and understanding of current issues in online and blended learning, with a particular focus on Higher Education.
- Demonstrable understanding and interest in issues related to social responsibility including sustainability, social justice and workplace ethics