Digital learning support officer

**POSITION NUMBER** 0049865

**PROFESSIONAL CLASSIFICATION** $92,749 per annum

**SUPERANNUATION** Employer contribution of 17%

**WORKING HOURS** Full Time (1 FTE)

**BASIS OF EMPLOYMENT** Continuing

**HOW TO APPLY** Go to [http://about.unimelb.edu.au/careers](http://about.unimelb.edu.au/careers), under Current staff or Prospective staff, select the relevant option (‘Current Opportunities’ or ‘Jobs available to current staff’) and search for the position by title or number.

**CONTACT FOR ENQUIRIES ONLY**

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*Please do not send your application to this contact*

For information about working for the University of Melbourne, visit our website: [about.unimelb.edu.au/careers](http://about.unimelb.edu.au/careers)
ACKNOWLEDGEMENT OF COUNTRY

The University of Melbourne acknowledges the Traditional Owners of the unceded land on which we work, learn and live: the Wurundjeri Woi Wurrung and Bunurong peoples (Burnley, Fishermans Bend, Parkville, Southbank and Werribee campuses), the Yorta Yorta Nation (Dookie and Shepparton campuses), and the Dja Dja Wurrung people (Creswick campus).

The University also acknowledges and is grateful to the Traditional Owners, Elders and Knowledge Holders of all Indigenous nations and clans who have been instrumental in our reconciliation journey. We recognise the unique place held by Aboriginal and Torres Strait Islander peoples as the original owners and custodians of the lands and waterways across the Australian continent, with histories of continuous connection dating back more than 60,000 years. We also acknowledge their enduring cultural practices of caring for Country.

We pay respect to Elders past, present and future, and acknowledge the importance of Indigenous knowledge in the Academy. As a community of researchers, teachers, professional staff and students we are privileged to work and learn every day with Indigenous colleagues and partners.

THE UNIVERSITY OF MELBOURNE

Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The main campus in Parkville is recognised as the hub of Australia’s premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide-range of knowledge-based industries. With outstanding performance in international rankings, the University is at the forefront of higher education in the Asia-Pacific region and the world.

The University of Melbourne employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Find out more about the University’s strategy, ‘Advancing Melbourne, at https://about.unimelb.edu.au/strategy/advancing-melbourne

CHIEF OPERATING OFFICER PORTFOLIO

The Chief Operating Officer (COO) Portfolio enables quality outcomes for students, staff and partners by delivering University-wide services and operational support to meet the organisation’s evolving needs and strategic goals. The portfolio also works in partnership with teams across the University to drive innovation, transformation and improved performance, within and across functions. It is responsible for the University’s budget and financial performance, and the management of its property and capital.

The COO Portfolio is comprised of six sub-portfolios covering all areas of our operations, including the newly established Operational Performance group. This has been established to drive and manage a
program of operational improvement and service transformation, underpinned by contemporary business insights, data modelling, predictive analytics, digital tools, and service planning.

- Business Services
- Finance
- Legal and Risk
- Operational Performance Group
- Research, Innovation and Commercialisation
- Student and Scholarly Services

STUDENT AND SCHOLARLY SERVICES

Student and Scholarly Services provides student administration and services from recruitment and point of enquiry to graduation. This team also delivers wellbeing and scholarly services to students and staff.

TEACHING AND LEARNING INNOVATION (TLI)

Teaching and Learning Innovation (TLI) is a portfolio that is a part of Scholarly Services within SASS. The team enables the University’s scholarly and learning community to enrich and extend academic achievement through the effective use of world-class learning environments, technologies and media. For more information about us, visit: https://le.unimelb.edu.au/

EQUAL OPPORTUNITY, DIVERSITY AND INCLUSION

The University is an equal opportunity employer and is committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, vilification and victimisation. The University makes decisions on employment, promotion and reward on the basis of merit.

The University is committed to all aspects of equal opportunity, diversity and inclusion in the workplace and to providing all staff, students, contractors, honorary appointees, volunteers and visitors with a safe, respectful and rewarding environment free from all forms of unlawful discrimination, harassment, vilification and victimisation. This commitment is set out in the University’s People Strategy 2015-2020 and policies that address diversity and inclusion, equal employment opportunity, discrimination, sexual harassment, bullying and appropriate workplace behaviour. All staff are required to comply with all University policies.

The University values diversity because we recognise that the differences in our people’s age, race, ethnicity, culture, gender, nationality, sexual orientation, physical ability and background bring richness to our work environment. Consequently, the People Strategy sets out the strategic aim to drive diversity and inclusion across the University to create an environment where the compounding benefits of a diverse workforce are recognised as vital in our continuous desire to strive for excellence and reach the targets of Advancing Melbourne.
ABOUT THE ROLE

Position Purpose:
The Digital Learning Support Officer has technical and pedagogical skills and experience with supporting digital technologies in learning, teaching and assessment practices. They have excellent skills in a Learning Management System (LMS) and other learning technologies as well as practical experience in how best to effectively deploy Technology Enhanced Learning (TEL) in an educational context. They provide support consultations to academic staff on TEL with a understanding of pedagogical considerations.

The position will work within a team to plan and deliver professional development and training programs, develop excellent web-based support resources, online webinars and workshops to support the development of capability of teaching staff with the pedagogical and technical skills, knowledge and hands on experience in the effective educational use of TEL.

Reporting line: Senior Teaching and Learning Consultant (Assessment)
No. of direct reports: 0
No. of indirect reports: 0

Key Dimensions and Responsibilities:
Task level: Significant
Organisational knowledge: Significant
Judgement: Significant
Operational context: Institution wide

OH&S and compliance: All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct. These include general staff responsibilities and those additional responsibilities that apply for managers, supervisors and other personnel. Specific responsibilities for the role are available at http://safety.unimelb.edu.au/topics/responsibilities/.
Staff must comply with all relevant requirements under the University’s risk management framework including legislation, statutes, regulations and policies.

Core Accountabilities:
• Undertake consulting services with teaching staff and other support staff on the LMS and other TEL platforms and digital exams, by participating in the resolution of support inquires and consultation requests, applying best practices in digital learning and pedagogy
• Identify gaps and updates needed for support materials and other communications to build technical and pedagogical capacity in the teaching community to develop student focussed,
interactive, flexible and open learning, teaching and assessment practice with Technology Enhanced Learning (TEL) platforms

- Design, deliver and maintain support materials, learning design frameworks, exemplars, workshops and other staff professional development activity to support the effective implementation of teaching, learning and assessment with TEL and increased capability in flexible learning and teaching.
- Investigate and apply best practice pedagogical principles in the use of TEL in learning, teaching and assessment, including applying the University of Melbourne TEL Framework to promote the University’s effective use of TEL
- Assist in the coordination and development of the monthly LE news email and LE news content on the LE website
- Participate in, and contribute to, activities and projects across Student and Scholarly Services as required
- Demonstrate and constantly develop stakeholder management skills
- Ensure that quality and accessibility standards and processes are applied to support undertaken
- Actively contribute to investigation and exploration of the enterprise learning technologies suite and their pedagogical use, in collaboration with teams across the University
- Actively contribute to organisational and team effectiveness by: working in a transparent and consultative manner; sharing personal knowledge and technical expertise; undertaking assigned professional development activities; maintaining co-operative working relationships with colleagues; and seeking and responding to feedback
- Actively develop and maintain professional capacity through scholarly interest; and be involved in relevant professional and educational networks, disseminating ideas and findings as appropriate
- Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities.
- **To ensure the University provides a safe environment for children, this position requires the incumbent to hold a current and valid Working with Children Check.**

**Selection Criteria:**

**Education/Qualifications**

1. The appointee will have a relevant degree with subsequent experience, or extensive experience and specialist expertise or an equivalent combination of experience and education or training

**Knowledge and skills:**

2. Demonstrate COO Portfolio values by acting in the best interest of your employer; displaying service excellence by striving to deliver beyond expectations and taking ownership of the delivery; and value working collaboratively, connecting with people and building relationships in your workplace.
3. Practical experience of designing educational materials and communications to build capability in utilising technology in teaching, learning and assessment

4. Practical experience in providing technical and/or pedagogical support for TEL platforms or other software platforms

5. Demonstrated experience in designing and developing online and/or face-to-face professional development and facilitating professional learning activities to support and advance the effective use of digital technologies, digital assessments, and their pedagogical application.

6. Demonstrated experience working as part of a team and providing support and guidance to manage critical and competing priorities in a highly dynamic and flexible environment

7. Excellent stakeholder management and interpersonal skills, including the ability to liaise with a diverse range of internal and external stakeholders to achieve successful outcomes

8. Highly organised, detail oriented with a strong work ethic, commitment to continuous improvement, openness to new ideas and creative approaches to problem solving within established timelines

9. Excellent verbal, written and interpersonal skills, with a demonstrated attention to detail, to consistently deliver high standards of professional communications.

Desirable:

10. Extensive relevant experience within a University environment

11. Extensive experience in Learning Management Systems, specifically Canvas, and associated TEL platforms such as H5P, Turnitin, Poll Everywhere, Qualtrics, Gradescope, FeedbackFruits, Echo360 and Zoom

12. Knowledge of learning design processes and online pedagogies