

## POSITION DESCRIPTION

<b>Position Title:</b>	eLearning Programme Manager
<b>Organisation Unit:</b>	Institute for Teaching and Learning Innovation (ITaLI)
<b>Position Number:</b>	3015298
<b>Type of Employment:</b>	Full Time – Fixed term 3 years
<b>Classification:</b>	HEW Level 8

## THE UNIVERSITY OF QUEENSLAND

The University of Queensland (UQ) contributes positively to society by engaging in the creation, preservation, transfer and application of knowledge. UQ helps shape the future by bringing together and developing leaders in their fields to inspire the next generation and to advance ideas that benefit the world. UQ strives for the personal and professional success of its students, staff and alumni. For more than a century, we have educated and worked with outstanding people to deliver **knowledge leadership for a better world.**

UQ ranks in the world's top universities, as measured by several key independent ranking, including the CWTS Leiden Ranking (32), the Performance Ranking of Scientific Papers for World Universities (40), the US News Best Global Universities Rankings (42), QS World University Rankings (47), Academic Ranking of World Universities (54), and the Times Higher Education World University Rankings (66). Excluding the award component, UQ is now ranked 45<sup>th</sup> in the world in the ARWU, and is one of the only two Australian universities to be included in the global top 50.

UQ has an outstanding reputation for the quality of its teachers, its educational programs and employment outcomes for its students. Our students remain at the heart of what we do. The UQ experience – the UQ Advantage – is distinguished by a research enriched curriculum, international collaborations, industry engagement and opportunities that nurture and develop future leaders. UQ has a strong focus on teaching excellence, winning more national teaching excellence awards than any other in the country and attracting the majority of Queensland's highest academic achievers, as well as top interstate and overseas students.

UQ is one of Australia's Group of Eight, a charter member of edX and a founding member of Universitas 21, an international consortium of leading research-intensive universities.

Our 53,000-plus strong student community includes more than 16,400 postgraduate scholars and more than 17,000 international students from 135 countries, adding to its proud 260,000-plus alumni. The University has more than 6,600 academic and professional staff (full-time equivalent) and a \$2.15 billion annual operating budget. Its major campuses are at St Lucia, Gatton and Herston, in addition to teaching and research sites around Queensland and Brisbane city. The University has six Faculties and four University-level Institutes. The Institutes, funded by government and industry grants, philanthropy and commercialisation activities, have built scale and focus in research areas in neuroscience, biomolecular and biomedical sciences, sustainable minerals, bioengineering and nanotechnology, as well as social science research.

UQ has an [outstanding track-record](#) in commercialisation of our innovation with major technologies employed across the globe and integral to gross product sales of \$11billion+.

UQ has a rapidly growing record of attracting philanthropic support for its activities and this will be a strategic focus going forward.

## **Organisational Environment**

The Institute for Teaching and Learning Innovation (ITaLI) is taking a leading role in teaching and learning, professional education and innovation. ITaLI is an integrated teaching, research and service delivery centre for teaching and learning practices at UQ. ITaLI seeks to establish and maintain a flexible operating structure to drive and support innovation and excellence for these activities.

Under the Leadership of the Director, ITaLI, the Institute provides leadership, engagement and advocacy in educational innovation, teaching excellence and learning analytics, and aims to transform teaching and learning across the University through the delivery of faculty and executive prioritised, teaching and learning projects and services. ITaLI addresses critical areas of unmet need in teaching and learning by bridging the gap between the exponentially-expanding discipline of higher education teaching and the increasing complexity of teaching to assist University teaching staff and improve the learning experience of students.

Information about ITaLI may be accessed on the Institute's web site at [www.itali.uq.edu.au](http://www.itali.uq.edu.au).

## **Information for Prospective Staff**

Information about life at UQ including staff benefits, relocation and UQ campuses is [available online](#).

## **DUTY STATEMENT**

### **Primary Purpose of Position**

This position manages the coordinated delivery of an ongoing program of centrally-supported eLearning technology projects and operations across the University and, in partnership with other central support units, schools and faculties, is responsible for administering the procurement, evaluation, implementation, upgrade and maintenance of existing and proposed eLearning tools.

### **Duties**

Duties and responsibilities include, but are not limited to:

- Provide leadership and program management expertise to support the planning, sourcing, configuration, deployment and delivery of major eLearning projects to support the Teaching and Learning objectives of the University.
- Liaise with senior managers and staff across ITaLI, Library and ITS to manage projects and processes related to the eLearning program, prioritise associated staff time and resources and maintain operational procedure documentation.
- Liaise with vendors, ITS, procurement and finance teams to identify and procure eLearning equipment and services with emphasis on integrating technical solutions with good curriculum, pedagogical and assessment design, and represent the University in supplier negotiations, contract management and delivery.
- Provide UQ business units with expert advice on the sourcing, configuration, implementation and maintenance of eLearning tools, and liaise with users, technical and support staff to ensure optimisation of the product environment.
- Produce proposals, reports and communications on eLearning activities for the ITaLI Executive, Senior University committees and other stakeholders, and represent the eLearning team on committees as required.
- Assist clients to identify user requirements and synthesise them into technical specifications, evaluate proposed solutions, manage stakeholder communications, and coordinate training, support and evaluation of eLearning resources.
- Maintain knowledge of current practices and future opportunities in online and on-campus

teaching and learning technical support across the university and higher education sector and communicate this knowledge to the wider University community.

- Establish and maintain productive collaborative partnerships with UQ business units and ITS service providers, through the development of a formal communications plan, regular consultation and formal feedback mechanisms.

#### Other

- Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including but not exclusive to:
  - the [University's Code of Conduct](#)
  - requirements of the Queensland occupational health and safety (OH&S) legislation and related [OH&S responsibilities and procedures](#) developed by the University or Institute/School
  - the adoption of sustainable practices in all work activities and compliance with associated legislation and related University [sustainability responsibilities and procedures](#)
  - requirements of the Education Services for Overseas Students Act 2000, the National Code 2007 and associated legislation, and related [responsibilities and procedures](#) developed by the University

### **Organisational Relationships**

The position reports to the Manager, eLearning and Systems Support, Institute for Teaching and Learning Innovation.

### **SELECTION CRITERIA**

- Postgraduate qualifications or progress towards postgraduate qualifications and extensive relevant experience; or extensive experience and management expertise in education-related IT project management, or similar; or an equivalent combination of relevant experience and/or education/training.
- Demonstrated experience in applying project planning, management and implementation tools, techniques and methodologies to establish, monitor, report and evaluate eLearning equipment and services.
- Demonstrated knowledge and practical experience of eLearning practices and platforms as informed by industry trends that support strategic problem solving, reporting and resource allocation.
- Sound understanding and demonstrated experience of running large corporate procurement or deployment projects, ideally for eLearning systems.
- Demonstrated ability to understand operational issues in a higher education setting, from both a pedagogical and a technical perspective.
- Excellent interpersonal and communication skills, including negotiation and conflict resolution skills at all levels with a demonstrated ability to build positive, lasting client relationships.
- Excellent analytical and problem-solving skills with a proven ability to operate and be innovative in a rapidly changing environment. A self-motivated and flexible approach to problem-solving with excellent analytical skills to assess problems and propose and implement appropriate solutions.

*The University of Queensland values diversity and inclusion and actively encourages applications from those who bring diversity to the University. Please refer to the [University's Diversity and Inclusion webpage](#) for further information and points of contact if you require additional support.*

*This role is a full-time position; however flexible working arrangements may be negotiated.*

*Accessibility requirements and/or adjustments can be directed to [recruitment@uq.edu.au](mailto:recruitment@uq.edu.au).*