



Teaching Content Development Team Leader (online)

Department/Unit	TRSU / Faculty Office
Faculty/Division	Faculty of Medicine Nursing and Health Sciences
Classification	HEW Level 7
Work location	Clayton campus
Date document created or updated	10 March 2017

Organisational context

There's a certain feeling you get from working at Monash University. It's the feeling that you're a part of something special. Something significant. So if you're looking for the next chapter in your career, it's here. You'll be given the opportunity to challenge yourself, build on your skills, and make a significant contribution to a workplace that's filled with energetic and inspiring people. Talent thrives here – and so do truly satisfying careers. Discover more at www.monash.edu

The **Faculty of Medicine, Nursing and Health Sciences** is the University's largest research faculty. World-class researchers work across disciplines including laboratory-based medical science, applied clinical research, and social and public health research. The faculty is home to a number of leading medical and biomedical research institutes and groups, and has contributed to advances in many crucial areas. Our expertise in life sciences and biomedicine is recognised both nationally and internationally.

From a teaching perspective, our education curriculum covers a range of disciplines, including medicine, nursing, radiography and medical imaging, nutrition and dietetics, paramedic studies, biomedical sciences, physiotherapy, occupational therapy, behavioural neurosciences and social work. We take pride in delivering outstanding education in all courses, in opening students to the possibilities offered by newly discovered knowledge and in providing a nurturing and caring environment. To learn more about the faculty, please visit www.med.monash.edu.au/

The **MNHS Teaching Resource Support Unit** is a core element of the Faculty's commitment to develop and deliver quality teaching and learning material. Its team of experts work with academics to lead as well as undertake some of the activity; more broadly orchestrate the activity; train Faculty staff in creative design techniques; manage consultants and vendors for specialist requirements. The unit brings together professional audiovisual, creative and online content expertise and operates in a lead coordination role across the Faculty.

Position purpose

The Teaching Content Development Team Leader (online) is a member of the MNHS Teaching Resource Support Unit, which is engaged in the strategic enhancement of the Faculty's online and teaching activities.

This position will provide leadership and expert advice and input for producing rich, attractive digital content for online delivery and educational applications. It will ensure that faculty online content design and structure is functionally sound, adheres to industry standards and is appropriately integrated across the Faculty of Medicine, Nursing and Health Science's online environment.

This position incorporates a high degree of unsupervised research, technical and creative output and task analysis to provide the Teaching Resource Support Unit's clients with services and products that meet their requirements and budget.

The key drivers of the role are that of client service, support and when required education so that staff and students experience minimum delay in accessing and using these services.

Reporting line: The position reports to the TRSU Manager who will provide broad supervision

Supervisory responsibilities: This position provides direct supervision to 2.0 FTE staff

Financial delegation and/or budget responsibilities: Nil

Key responsibilities

1. Manage online design job requests from clients which will involve investigating, developing and delivering solutions that are aligned with the needs of the client group and the faculty
 - a. Monitor use of job request systems to control the flow and allocation of requests for assistance
 - b. Provide workflow projections and recommendations to the Manager, TRSU on online design support activities relating to the faculty
2. Responsible for ensuring all faculty online content projects are of high quality and design; balancing the need to ensure high levels of client/user satisfaction whilst also adhering to University and industry quality standards and conventions. Ensure the faculty's online content is relevant and in line with emerging technologies and techniques
3. As the faculty's subject matter expert, lead the two Teaching Content Development Officers (online) in the development of rich, interactive, elegant and efficient online content that allows for easy management, access and delivery to target audiences whilst adhering to current online content usability and accessibility standards (within information systems such as: Squiz Matrix Content Management System; Google Applications; WordPress etc)
4. Create innovative online design approaches, from concept through to production prototyping, using online design communication techniques such as mock-ups, wireframes, and sketches that result in accurate, client-focused outcomes
5. Monitor, assign work and make recommendations on faculty-wide online content projects and media produced by the TRSU to ensure that the information is maintained, managed and archived appropriately, and provide regular reports to the management of online content performance
6. Provide expert advice as an escalation point for complex online content support requests and concerns from clients, which will involve investigating, developing and recommending solutions that are aligned with the needs of the client group
7. Manage the faculty's online information architecture to support usability and findability for the intended audience
8. Utilise Google Analytics to analyse and interpret interaction with the faculty's online presence and evaluate recommendations from the team to enhance that presence
9. Play a lead role in creating and maintaining a high level of team work and co-operation within TRSU. Promote an environment of continuous improvement and innovation by maintaining an up-to-date working knowledge of emerging multimedia technologies and techniques
10. Provide practical advice regarding the most appropriate use of internet and mobile platforms, to ensure a sophisticated online presence across research, learning and teaching disciplines
11. Evaluate and recommend quality assurance measures and processes that are applied to all online design projects; confirm all design requirements and desired outcomes are efficiently and cost-effectively achieved

Key selection criteria

Education/Qualifications

1. The appointee possess:
 - a relevant degree in online/web media content design or other relevant discipline, along with significant relevant experience or
 - an equivalent alternate combination of relevant knowledge/training and/or experience

Knowledge and Skills

2. Experience working within online content management systems (eg Squiz Matrix)
3. Demonstrated leadership skills, including the ability to lead, motivate and develop staff and plan and allocate work to meet objectives
4. Extensive experience and demonstrated ability in the design and coding of attractive online multimedia content for use in a corporate or academic environment including: graphic design, multimedia authoring, editing, and production
5. Experience in developing responsive online interfaces, mobile applications and/or content for research, learning and teaching purposes
6. Advanced awareness and understanding of how to deliver an online presence that enhances organisational and operational performance and capability by utilising effective information architecture, usability and accessibility standards
7. Highly developed computer literacy as evidenced by experience across a broad range of multimedia design technologies (including HTML5, CSS, JavaScript, Google Analytics and Adobe Creative Suite) and demonstrated ability to learn and adopt new software packages as required
8. Demonstrated organisational and project management skills (eg. Agile) with a record of successfully coordinating and/or supporting projects through to completion in accordance with agreed standards, timeframes and budgets
9. Excellent problem solving skills, with the ability to apply/use high-level analytical and diagnostic skills, discretion, innovation and professional expertise to solve complex problems
10. Demonstrated high level of verbal communication, interpersonal and negotiation skills, in order to manage stakeholder relationships and resolve complex issues involving multiple parties with conflicting priorities

Other job related information

- Travel (e.g. to other campuses of the University) will be required.
- Overtime and out of hours work (including evenings, weekends and public holidays) may be required.
- There may be peak periods of work during which the taking of leave may be restricted.
- Possession of a current Victorian Driver Licence is required.

Legal compliance

Ensure you are aware of and adhere to legislation and University policy relevant to the duties undertaken, including: Equal Employment Opportunity, supporting equity and fairness; Occupational Health and Safety, supporting a safe workplace; Conflict of Interest (including Conflict of Interest in Research); Paid Outside Work; Privacy; Research Conduct; and Staff/Student Relationships.

Organisational chart

