JOB DESCRIPTION

Job Title: Learning and Technology Advisor

Department / Unit: Educational Development

Job type: Professional Services

Grade: RHUL6

Accountable to: Senior Learning and Technology Officer

Accountable for: None

Purpose of the Post

The Learning Technology Advisor plays a key role in the E-Learning Team by supporting e-learning service users; assisting in the development of e-learning services and delivery of projects; and raising the profile of e-learning services and best practice.

Key Tasks

E-Learning user support

1. With E-Learning team colleagues, take an active role in managing, escalating and responding to academic, administrator, professional services and learner-generated support requests.

2. Assume responsibility for the day-to-day running of the Enquiry Management System for E-Learning service users.

3. With E-Learning team colleagues, develop and deliver targeted training, support and expert advice in the use of e-learning services to academic, administrative and professional services staff, and learners.

4. Contribute to the administration, delivery and evaluation of training and development events and materials.

E-Learning services and projects

5. With E-Learning Team colleagues, along with those in IT Services, academic departments and other professional services, contribute to the evaluation, development and delivery of e-learning services.

6. Provide administrative and technical support for academic departments and professional services in their use of e-learning services.
### E-Learning promotion

8. With E-Learning Team colleagues, publish on a range of platforms to promote the use of e-learning to (potential) users.
9. With the E-Learning Team, contribute to training and development events for (potential) users.
10. Represent the E-Learning Team in School, academic departmental, and professional services meetings.

### Personal Professional Development

11. Participate in regular quality enhancement activities in HE
12. Participate in a range of professional development events as appropriate

### Other Duties

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

### Internal and external relationships

The following list is not exhaustive but the post holder will be required to liaise with:

- Educational Development
- IT Services
- Academic Departments
- Professional Services