Learning Technologist

Post: Learning Technologist

Department: Biodiversity Education and Training

Division: Resources and Planning

Amy Porter, Learning Technologist, using 360 degree camera

About this role

Play your part in educating and empowering students to promote biodiversity, help tackle the climate crisis and learn more about plants, while working for one of the world's leading Botanic Gardens, first founded in 1670. Work in a small, close-knit team with wide-ranging responsibilities across the field of online education, working closely alongside leading experts in plant-related disciplines from Garden History and Horticulture to Botanical Illustration and Herbology. Create and maintain educational content for synchronous and asynchronous delivery, including audiovisual and interactive course materials.

Online courses are hosted on PropaGate Learning (Moodle). The purpose of this role is to support the delivery of online learning and to provide staff with the skills to use PropaGate Learning and other learning technology tools.

This role is primarily onsite however there will be some flexibility for remote working.

The role comprises the following key elements:

- Supporting staff with the delivery of online learning

- Working with teaching staff to develop new online courses

- Supporting students

- Administrating the virtual learning environment

Support for the NLHF project and schools online development including virtual live events.

Sharon Tingey (Tutor) and Robyn Braham (Senior Learning Technologist) preparing for a filming session

Job Description

Main duties

- Responding to student questions on forums and email in a professional and timely manner

- Setting up new intakes of online courses

- Developing online materials in collaboration with tutors and other teaching staff

- Creating interactive and audio/visual content for online delivery

- Ensuring all materials produced comply with legal and regulatory requirements in respect of copyright, data protection, safeguarding and accessibility

- Supporting the maintenance of Moodle (and Mahara) to ensure course areas are kept up to date, Schools area is monitored and maintained, and other relevant retention and storage processes are followed

- Training and assisting staff in the use of online learning technologies and tools e.g. Moodle, Mentimeter, Mahara, webinars, VR headsets, camera equipment etc.

- Working with colleagues in the Learning Technology team to ensure a consistent approach is taken for developing and displaying online materials

- Design, content development and site maintenance of Propagate site including Schools online area

- Monitoring, testing and evaluation of Schools online area

- Supporting the development and delivery of online components of NLHF activity plan (e.g. create materials, support new delivery methods such as VR, virtual live sessions)

Specific Responsibilities

Communication:

- First point of contact for online students regarding technical queries

- Work directly with education tutors during the development of online resources to create engaging content

- Training tutors in use of VLE and other tools

- Provide daily operational support for volunteers, interns, and the rest of Education team

- Work with other members of the Learning Technology Team to ensure PropaGate Learning meet the needs of its users

- Responsible for creating/maintaining routine documentation such as DPIAs, guides, online support areas and copyright records.

Problem solving:

- Support Tutors and the Learning Technology Team by trialling and testing new learning technology tools and equipment

- Suggest and implement ways to design online courses and content to meet course/delivery requirements

Level of decision making:

- Recognise when to escalate issues to the Senior Learning Technologist

- Manage day to day workload by prioritising work based on user need and course launch dates

Management/supervisory & autonomy

- Training of new members of staff, apprentices, and volunteers

- Organise own work and prioritise as appropriate

- Attend training, workshops, and conferences relevant to education, horticulture and the organisation to keep knowledge up to date

Impact:

- Provide friendly and efficient help and support for all users which exceeds expectations

- Adhere to copyright, accessibility and data protection guidelines and legislation. Failure to ensure this compliance could have financial and legal implications, as well as reputational impact.

Any other reasonable duties as requested

Person Specification

Skills/Aptitude	Essential	Desirable
Good verbal, listening, liaison and written communication skills	*	
A flair for the creation of engaging, interactive, and professionally presented online content	*	
Proficient in a variety of different software packages, e.g., some or all: • Articulate 360 • Video and audio editing software • PowerPoint to create online presentations/ videos • Adobe Acrobat and/or other Adobe Creative Cloud products	*	
Self-motivated and able to work unsupervised as well as part of a team	*	
Good time management skills and the ability to work towards and deliver to deadlines	*	
Attention to detail/accuracy	*	
Ability to explain technical issues to non-technical audiences	*	
Experience of filming and video/audio capture	*	

Knowledge & Experience	Essential	Desirable
Previous experience of administering the front end of a Moodle platform (preferable), or another VLE.	*	
Previous knowledge and/or experience of proof reading and user testing e-learning		*
Understanding of the legal and regulatory requirements in respect of copyright and licensing	*	
Good knowledge of botany and botanical terminology		*
Good knowledge and understanding of accessibility compliance regulation	*	

Professional Qualifications	Essential	Desirable
Undergraduate degree in a related subject or equivalent relevant work experience	*	