POSITION DESCRIPTION
Manager, Online Learning Environment

W The College

POSITION DETAILS

Position Title	Manager, Online Learning Environment
Position Number	NEW
Directorate	Product
Classification	Professional Employee Level 9
Location	Blacktown (Nirimba)

POSITION PURPOSE

As part of the Product Directorate, the Manager, Online Learning Environment is responsible for managing the build, administration, and maintenance of learning products within the Learning Management System and associated tools. The Manager, Online Learning Environment works under the broad direction of the Director, Product and operates with a high degree of autonomy, ensuring the Online Learning Environment aligns with the overall College strategy.

The Manager, Online Learning Environment has responsibility for team management and a diverse range of activities associated with online learning content/product across a broad product portfolio suite including Academic Pathway Programs, Vocational Programs and English Language Programs.

Using high level creative planning, applied knowledge and management expertise the Manager, Online Learning Environment is accountable for the effective end to end product building process.

KEY ACCOUNTABILITIES

The following are the key accountabilities of the position:

→ Lead and coach a team of Online Learning Environment Designers to deliver the build, administration, and maintenance of learning content within the Learning Management System and associated learning platforms.

→ Manage various learning management systems and other relevant systems to store, access and disseminate learning and teaching materials for various programs at The College.

→ Lead the integration of digital learning objects and multimedia elements via an array of technology-enabled tools.

→ Manage the end-to-end quality assurance processes including ensuring adherence to College and University guidelines, ensuring that learning content uploaded to the online learning environment meets quality and technical standards.

→ Lead the development and documentation of best practices in online learning environment management and design.

→ Foster a culture of innovation, agility and continuous improvement within the team and across The College.

→ Identify, build and manage relationships with external vendors as required.

→ Provide high level technical advice and expertise regarding the Learning Management System and content management procedures, and various technology-enabled tools as required.

→ Lead the efficient operations of the Learning Management System processes, including quality assurance, ensuring that the relevant learning environments are accessible to students and staff as required.

→ Champion updates or improvements to enhance the capabilities of the Learning Management System and overall student experience in collaboration with the broader Strategy and Planning Portfolio and Teaching teams.

→ Identify and recommend technology-enabled tools and lead the testing, evaluation and integration of these tools ensuring appropriate risk management.

→ Identify and manage risks in relation to the Learning Management System.

→ Support strategic planning by making recommendations related to the overall management and development of the online learning environment and associated technologies.

→ Keep up to date on current and future technology trends that can be applied within an educational context to enhance the learning environment and ensure the currency of knowledge/capability of the online learning environment team is maintained.

→ Undertake other associated duties (commensurate with the level of this position) as reasonably required from time to time.

QUALIFICATIONS, EXPERIENCE AND SKILLS

The following qualifications, experience and skills are required to perform the key accountabilities of the position:

→ Relevant postgraduate qualifications and proven expertise in management of enterprise level Learning Management systems, or an equivalent combination of relevant experience and/or education/training.

→ Advanced knowledge and demonstrated experience in creating and managing digital content using electronic publishing applications and platforms, including content management systems (CMS), such as SharePoint, and Learning Management Systems (LMS), such as Blackboard and Canvas and design and development platforms including Articulate, H5P, Adobe and Microsoft products.

→ Demonstrated ability to manage the innovation and implementation of new technologies and processes, including the ability to negotiate and problem solve within established timelines.

→ Demonstrated high level customer relationship and interpersonal skills, including the ability to liaise with a range of internal and external stakeholders to ensure successful outcomes.

→ Exceptional leadership skills with the ability to engage and motivate cross-functional teams with the ability to foster an 'agile' approach to lead high performing teams.

→ Demonstrated experience in interpreting learning design requirements to ensure effective build outcomes.

→ Ability to work under pressure and be adaptable to achieve deadlines within a highly dynamic project and product environment.

→ Exceptional attention to detail with proven experience in identifying issues and managing solutions in a dynamic environment.

→ It is a mandatory requirement for any incumbent of this position to have a current NSW employee Working with Children Clearance (WWCC) in accordance with the NSW Child Protection (Working with Children) Act 2012.

CONSTRAINT/AUTHORITY LEVEL

The position operates in accordance with The College policies and the requirements of relevant legislation, awards and agreements. The position operates under the broad direction of the Director, Product.

KEY RELATIONSHIPS

This position reports to the Director, Product.

This position supervises the following roles:

→ Online Learning Environment Designer

Success in the role will depend on developing and maintaining positive relationships with:

→ Director, Product
→ Teaching staff including Program and Subject Coordinators
→ Teaching leadership including Associate Director, Learning and Teaching Delivery, Associate Director, Academic Success and Associate Director, Online Learning and Teaching Delivery
→ Manager, Product Lifecycle
→ Manager, Learning Experience Design
→ Learning Experience Designers
→ Project Officer
→ Associate Director, Strategic Insights and Analytics
→ Western Sydney University colleagues including:
  o Learning Futures Team, including Learning Science Analysts and Creative Content Developers
  o Information Technology and Digital Services Team
→ External Learning technology vendors

CHALLENGES

The following are the key challenges of the position:

→ Maintaining currency with rapidly evolving technologies and identifying opportunities to innovate in a resource-constrained environment.
→ Designing solutions that can scale effectively to accommodate a growing number of learners and evolving content.
→ Operating in an environment with significant time pressures, competing demands, tight deadlines and with staff from various business units.
→ Maintaining positive working relationships with product stakeholders when there are competing projects and commitments.
→ Working within an innovative team environment.
→ Meeting diverse needs of students, including accessibility requirements and varied learner preferences.

THE COLLEGE EXPECTATIONS

The College expects that all employees are aware of, and comply with legislation and The College's policies and procedures relevant to the position, including but not limited to:

→ Code of Conduct

→ Work Health and Safety and Wellbeing Management System

→ Enterprise Agreement or Award

→ Anti-discrimination principles, Equal Employment Opportunity and staff and student equity.

Approved By	Mr Glenn Campbell
Date	13 June 2024