

POSITION DESCRIPTION



Digital Learning Officer



POSITION DETAILS

Position Title	Digital Learning Officer
Classification	HEW 7
Position Number	7016248
School/Office	Office of the Pro-Vice Chancellor, Learning and Teaching
Division	Division of Education and Students

POSITION PURPOSE

The Digital Learning Officer supports Western Sydney University's commitment to enhancing student success by enabling high-quality digital learning experiences. Working collaboratively with academic and professional staff, the role contributes to the effective use of the University's learning technologies and supports the implementation of strategic initiatives that build digital capability across teaching teams. The position assists in the development, coordination, and maintenance of digital learning resources; provides operational support for technology-enhanced learning environments; and helps ensure consistent, high-quality digital learning practices aligned with institutional priorities. The Digital Learning Officer applies solid technical knowledge, sound problem-solving skills, and a service-oriented approach to enable staff to deliver engaging, accessible, and innovative learning experiences for students.

KEY ACCOUNTABILITIES

1. Provide high-quality support to academic and professional staff in the effective use of the University's learning management systems and supported digital learning tools, ensuring enquiries are actioned within agreed timeframes and aligned to institutional digital standards and good practice.
2. Apply and support the implementation of digital learning standards, guidelines, and policies to improve technology-enhanced teaching practices, ensuring LMS sites and digital environments meet quality expectations, mitigate risk, and model consistent, scalable approaches across the University.
3. Design, curate, and facilitate professional learning activities and resources that build staff capability in creating quality online, blended, and technology-enhanced learning experiences, and support the effective adoption of digital platforms and tools.

4. Collaborate with academic and professional staff and key internal stakeholders to apply solutions-focused learning design principles in multi-modal learning environments, contributing to project teams and supporting staff to embed engaging and pedagogically informed digital learning practices.
5. Develop, maintain, and enhance digital learning resources and support materials, identifying gaps, recurring issues, and opportunities for improvement to ensure materials remain current, evidence-informed, and adaptable across a range of learning contexts.
6. Support the planning, monitoring, and reporting of professional learning activities and digital learning projects, using data to identify patterns, inform practice, and contribute to continuous improvement cycles in digital capability uplift.
7. Provide effective administrative and operational support for designated strategic initiatives within the Learning and Teaching portfolio, contributing to the successful delivery of project outcomes while working collaboratively within a multi-disciplinary team.

QUALIFICATIONS, EXPERIENCE AND SKILLS

1. University qualifications and/or extensive experience in digital education, instructional design, educational technology or a related field.
2. Demonstrated digital literacy and practical experience using learning management systems and supported educational technologies, with the capability to provide accurate guidance and first-level troubleshooting support.
3. Experience applying digital learning standards, guidelines, and policies to strengthen technology-enhanced teaching practice and ensure consistent, high-quality learning environments.
4. Demonstrated capability in designing, developing, and supporting learning and teaching activities in online, blended, and face-to-face modes using a range of digital platforms and tools.
5. Experience creating innovative, well-designed learning resources that reflect educational good practice and support staff capability development.
6. Proven ability to work with data to identify patterns, analyse information, and prepare clear, meaningful reports that inform practice and continuous improvement.
7. Demonstrated ability to work collaboratively within a multi-disciplinary team environment, meet deadlines, and complete responsibilities effectively with minimal supervision.
8. Strong interpersonal, written, and verbal communication skills, including the ability to follow established protocols, exercise initiative, and contribute positively to stakeholder relationships.

KEY RELATIONSHIPS

- **This position reports to:** Digital Learning Consultant
- **This position supervises:** Nil
- **Key internal relationships:**
 - Teaching academics and teaching teams
 - Digital Learning Delivery team
 - Learning and Teaching team
 - ITDS
 - Curriculum and Quality team
 - Library team
 - Student Success teams
- **Key external relationships:**
 - Educational Technology Vendors
 - Partner institutions
 - Professional networks

CHALLENGES

- Navigating competing expectations from stakeholders, particularly around the balancing of individual needs versus the scalability of solutions.
- Encouraging academic staff to adopt new digital practices and an innovation mindset within diverse disciplinary contexts and varying levels of digital confidence.
- Promoting quality and consistency in digital learning environments, assisting staff to identify and apply appropriate strategies that enhance student experience while adhering to institutional standards and guidelines.

UNIVERSITY EXPECTATIONS

The University expects that all employees are aware of, and comply with legislation and Western'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.

Special Requirements

May be required to travel between campuses.
Occasional after-hours work may be required.

Approved by: Office for People

Date: 16.03.2026