

**University
for the
Creative Arts**



Open College of the Arts
Michael Young Arts Centre
Redbrook Business Park
Wiltorpe Road
Barnsley S75 1JN

Role Title: Digital Content & Support Administrator

Full time (1 FTE) 12 month contract

Job Description

The Digital Content & Support Administrator role sits within the college's Technology Enhanced Learning (TEL) team, and is responsible for the accurate and timely editing of course materials as part of the college's course development workflow, in line with established quality assurance processes and expectations.

In this role, you will be primarily responsible for the efficient conversion of text and image-based content into collaborative Google Docs-based documents, to a high level of accessibility and quality. This requires a basic technical knowledge of document structure, such as image alt tags, and correct use of document stylesheets in producing well-structured content in-line with the college's brand guidelines. Training in these areas will be provided.

The holder of this role will also be responsible for managing student and tutor support queries that relate to user accounts and some of the college's online systems. Training in how to provide support for these systems will be provided.

The TEL team's responsibilities encompass online learning tools, environments and multimedia production, as well as support provision across those areas.

Task	Brief Description	% Time
Document Conversion	Converting PDF and InDesign-based documents into collaborative Google Docs format, ready for further development.	50%
Document Structuring	Ensure that documents are well structured through use of stylesheets and application of accessibility guidelines.	10%
Edit Online Content	Action requests to edit online content, in both the college's public websites and its student- and tutor-facing learning environments.	10%
Proofreading	Ensure all text-based content is grammatically correct and contains no errors in spelling or punctuation.	10%
Digital Support Provision	Provision of Phone, Email and in-person support for Digital systems e.g. password resets, system access etc.	10%
Produce Audio/Visual Content	Assist in the production of Audio/Visual content through the use of dedicated software.	5%
Additional duties	Perform additional tasks as required by the Head of TEL.	5%

Conditions of Service

Job Title:	Digital Content & Support Administrator
Salary Grade:	Grade 1.2: £16,270
Probationary period:	6 months
Duration of Contract:	12 months maternity cover
Location:	The role is based in Barnsley, South Yorkshire. The college practices a blend of on-site and remote working for all staff members.
Leave:	25 days pro-rata, plus Xmas bonus days, plus statutory bank holidays. ½ day CPD time per month.
Pension:	Contributory pension scheme

Staff Handbook: All team members are required to agree to the terms and conditions, as set out in detail in the Staff Handbook, in addition to the college's Staff Policies provided through its Staff Intranet.

To apply please send a CV and a covering letter explaining how you meet the Person Specification to Paul Vincent, Head of Technology Enhanced Learning: paulvincent@oca.ac.uk

For an informal discussion about the position prior to application please contact Paul Vincent by email: paulvincent@oca.ac.uk to arrange an informal discussion.

Person Specification

Specific Knowledge					
Criteria	Weighting	E	M	PM	NM
Grammar and Spelling Ensure all text is grammatically correct and contains no errors in spelling or punctuation.	Essential				
Digital Accessibility Understand the principles of digital accessibility and how these can be actioned in PDF and other formats.	Desirable / Learning Goal				
Online CMSs and/or LMSs A level of proficiency in uploading prepared digital resources to the college's online platforms (Wordpress and Moodle.) Training provided.	Desirable / Learning Goal				
Skills & Abilities					
Criteria	Weighting	E	M	PM	NM
Collaborative Document Editing & Layout Able to work on documents collaboratively with other remote team members. Have competency in converting documents between formats, and ensure resulting documents are well structured.	Essential				
English Grammar, Spelling and Punctuation Ensure all published content contains no errors in order to maintain a professional brand-image.	Essential				

Ability to work to deadlines Projects need to be delivered on time to meet course launch deadlines	Essential				
Ability to work as part of a team and as an individual The post has a degree of autonomy as well as scope for working as part of larger teams to deliver services and assets.	Essential				
Willingness to learn new skills and apply them in practice The OCA is an employer that values its staff and encourages the development of individuals' skill sets.	Essential				
Support Provision Provision of professional support for students, tutors and staff in the use of digital tools and services.	Essential				
Digital media production tools Assist in the production and editing of presentations and moving image content.	Desirable / Learning goal				
Education, training & Experience					
Criteria	Weighting	E	M	PM	NM
Will have A-Level grade C or equivalent in English Language and/or Literature	Essential				
Will have relevant experience in a similar role and/or be able to demonstrate non-professional experience of the required skills.	Essential				
Will be experienced in the use of established Content Management Systems (CMSs - e.g. Wordpress) and/or Learning Management Systems (LMSs - e.g. Moodle)	Desirable / Learning goal				

Legend

E = Exceeds M = Met PM = Partially Met NM = Not Met