

The Minster Centre

Job Description

Moodle Support Officer

Terms and conditions

Hours: 21 hours per week

Normal office hours are 9.30 to 5.30.

Salary range: £26,000-£29,500 (pro rata)

Contract: Fixed term to end March 2019 (covering part Maternity Leave)

Annual leave: 33 days (including bank holidays) pro rata

Reports to: IT Manager

Background and summary of the job

The Minster Centre provides psychotherapy and counselling training and services. The Centre uses Moodle to provide learning resources to our psychotherapy and counselling trainees. The post is fixed term until March 2019. The role is to support the current phase of Moodle implementation alongside the IT Manager, Registrar and Quality Manager by uploading and editing material and providing support to students and staff. The ideal candidate will have previous experience of updating a Moodle site and providing first-line support to users. Applicants need to be able to work autonomously and well in the team, have excellent time management, communications and people skills.

Duties and responsibilities

Manage all facets of the Minster Centre's Moodle site keeping course pages up to date and links current, update student enrolments, groups, cohorts, set up assignments correctly.

Develop a good working knowledge of Minster Moodle and provide advice/support to course tutors in managing their pages, marking coursework, communicating with students.

Facilitate webinars.

Support other staff in the development of online learning materials including audio/visual material.

Be on hand to provide first-line support to staff and students.

Assist with all other administrative tasks relating to Moodle.

Identify opportunities to develop Minster Moodle to increase its effectiveness and allow us to use it to its full potential.

Prioritise tasks and manage workload at times independently with limited supervision.

This is not an exhaustive list of duties and responsibilities. The post holder may be required to undertake other duties which fall within the ambit of the role, in discussion with the Director or Deputy Directors.

The post holder is expected to comply with all relevant policies, procedures and guidelines of The Minster Centre, including those on Equal Opportunities, Health and Safety and the Data Protection Act.

This post is a fixed-term maternity cover position until March 2019 in the first instance, providing the post-holder does not return early.

Person Specification

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively. Please ensure that your application demonstrates how you meet the

essential criteria. You will be assessed by your completed application form, at interview if shortlisted, and, in some instances, through an exercise.

	Essential	Desirable
Qualifications and knowledge	Strong working knowledge of Moodle. Educated to at least A level or equivalent.	Moodle trained. Knowledge of academic structures, procedures and regulations. Educated to degree level.
Skills/Abilities	Excellent time management and the ability to take initiative and plan own workload with minimal supervision. Meticulous attention to detail. Ability to work autonomously, independently and flexibly within a team. Ability to work effectively under pressure with competing demands and to tight deadlines. Excellent oral and written communication skills. Strong interpersonal skills including a proven ability to provide first-line support, to work effectively as a part of a team and an ability to relate to and work professionally with students and staff at all levels.	
Relevant Experience	Previous experience of editing and updating a Moodle. Have experience of working in a training or Higher Education (HE) environment. Awareness of the HE issues including students' consumer rights. Excellent working knowledge and experience of Excel and be able to use Microsoft Office (Word and Outlook) competently. Producing reports for management and internal use.	Awareness of psychotherapy and counselling. Previous experience of facilitating webinars.

This post is not exempt from the Rehabilitation of Offenders Act 1974 and therefore we only ask applicants to disclose convictions which are not yet on the Record Declaration form. The information disclosed not be kept with your application form during the application process.

Review of applications will begin immediately and continue until the position is filled.

Please send your CV and the declaration form and send it to our Operations Manager, Justine Walsh:
justine@minstercentre.ac.uk.