Development Officer (Online Education)
DIRECTORATE OF ACADEMIC SERVICES & ONLINE EDUCATION

Closing date: 07 January 2024
Interview date: To Be Confirmed
Reference number: ONL012A
INTRODUCTION

Over the past five years, the University of Aberdeen has significantly grown its portfolio of fully online programmes and courses with these being promoted through the University’s On-demand Learning site. Online education is now an increasingly important part of the University’s teaching portfolio and a significant income stream.

The University’s approach to online learning places strong emphasis on flexibility with learners able to study stand-alone short courses and through a ‘building block’ approach build towards an award. This flexible approach recognises the needs of our online learners who are largely working professionals juggling study alongside busy working lives. The University’s growing suite of online short courses have also allowed the University to respond proactively to the growing national and regional upskilling agendas and need for lifelong learning.

JOB DESCRIPTION

MAIN PURPOSE OF THE ROLE:

The Online Education Development Officer will be responsible for playing a pivotal role, working with the Head of Online Education and the Director of Online Education & Academic Development, to proactively inform and drive forward key initiatives which are required to further grow and develop online education at the University of Aberdeen.

KEY RESPONSIBILITIES:

- As a key member of the core team supporting the development of the University’s approach to online education, engage pro-actively with all aspects of the online journey to inform and shape developments.
- Develop and maintain relationships with business and industry, particularly in regard to student recruitment for upskilling courses.
- Actively contribute to the design and development of system(s) to support the online student journey from application through to registration.
- Working closely with the Head of Online Education, the Online Marketing Manager, Heads of School, the Vice Principal for Global Engagement and the Vice Principal for Regional Regeneration, develop the course and programme portfolio for online education.
• Line manage the Administrative Officer and support them in their leadership and management of the online enquiry and registration team.
• Lead on the University’s upskilling funding activity, ensuring that funds are allocated appropriately and in line with government guidance.
• Ensure that online learners have a high quality, tailored experience involving effective onboarding and induction, appropriate access to University services, and that the needs of online learners are effectively represented in key University groups (e.g. Welcome Week, Graduation, Student Support and Experience Committee).
• Develop a long-term strategy for engagement with business and industry, in line with the wider University strategy for external stakeholder engagement.
• Engage with third party providers of University online education, such as FutureLearn.

CANDIDATE BACKGROUND

You should be able to demonstrate knowledge and experience of online education, ideally with a track record of working in higher education.

You will be a natural communicator, both oral and written, with the ability to communicate effectively with a wide range of audiences. A strong and demonstrable partnership approach to working will be vital and you will be adept at building excellent working relationships with a wide range of individuals both within and outside of the University.

You should be able to evidence experience of leadership of a team. You should be highly organised and be able to demonstrate a track record of delivery of projects on time and to a high standard. Critical thinking and negotiation skills will also be important.

This role requires an experienced individual who is pro-active and enthusiastic and who is keen to contribute to this important area of development for the University. We welcome applications from candidates from all backgrounds.
**Terms of Appointment**

Salary will be at the appropriate point on the Grade 7, £45,585 - £54,395 per annum, and negotiable with placement according to qualifications and experience.

Any appointment will be made subject to satisfactory references and probation period.

For further information on various staff benefits and policies please visit www.abdn.ac.uk/staffnet/working-here

This role is based in the UK and as such the successful candidate will be required to live and work in the UK.

This post does not meet the minimum requirements for visa sponsorship under the Skilled Worker Route. We are therefore unable to consider applicants for this post that require sponsorship to work in the UK.

The candidate appointed to this post may be eligible for homeworking on an occasional or regular basis. For more information please refer to our Homeworking Policy. The successful candidate will be required to work on campus 3 days per week and can work from home up to 2 days per week if they wish.

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**AT A GLANCE**

**Salary:**
Grade 7
£45,585 - £54,395 per annum

**Hours of Work:**
Full-Time, 37.5 hours per week

**Contract Type:**
Fixed-Term for 9 months

**Location:**
Aberdeen
### PERSON SPECIFICATION

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<td><strong>Education/Qualifications</strong></td>
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<tr>
<td>Academic, technical and professional education and training</td>
<td>• Educated to degree level or equivalent experience.</td>
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<td><strong>Work and Other relevant experience (including training)</strong></td>
<td>• Knowledge and experience of online education.</td>
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<td>e.g. Specialist knowledge, levels of experience, supervisory experience, research</td>
<td>• Demonstrable experience of working in partnership with a wide range of stakeholders.</td>
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<td>• Demonstrable ability to complete projects / actions to a high quality and on time.</td>
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<td>• Demonstrable experience of leadership both of a team and in ensuring timely delivery of objectives.</td>
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<td><strong>Personal qualities and abilities</strong></td>
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<td>e.g. initiative, leadership, ability to work on own or with others, communication skills</td>
<td>• An inclusive approach.</td>
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<td>• Ability to form and maintain relationships with external partners to facilitate needs analysis and to offer upskilling options.</td>
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<td>• Strong partnership approach to working with both internal and external stakeholders.</td>
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<td>• Excellent interpersonal and negotiation skills.</td>
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<td>• Proven track record of excellent written communication skills.</td>
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<td>• Strong oral communication skills and demonstrable ability to</td>
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<td>communicate effectively with different audiences.</td>
<td>• Excellent organisational skills and a track record of delivering to timescales.</td>
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<td>• Strong customer-focused approach.</td>
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<td>• Ability to work on own initiative and to prioritise workload of yourself and of the wider team.</td>
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<td>• Good general IT skills, including the use of Microsoft TEAMS, Word, Excel, PowerPoint and email/calendar software.</td>
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**Other**
e.g. special circumstances (if any) appropriate to the role such as unsocial hours, travelling, Gaelic language requirements etc.

• Some limited travel may be required (e.g. to attend events / conferences).
The University of Aberdeen is a broad based, research intensive University, and we put students at the centre of everything we do. Outstanding in a wide range of discipline areas, Aberdeen is credited for its international reach and commercialisation of research ideas into spin out companies. The University has over 16,000 matriculated students and 3,600 staff representing 130 nationalities. We encourage bold thinking, creativity and innovation, and we nurture ambition with many opportunities for professional and personal development in an inclusive learning environment which challenges and inspires.

**CURRENT CONTEXT**

The University continues to uphold the principals of the foundational purpose. We remain committed to delivering positive change both locally and globally. We work together and with our partners in an interdisciplinary way, catalysing world-leading research in our areas of strength: Energy Transition; Social Inclusion and Cultural Diversity; Environment and Biodiversity; Data and Artificial Intelligence; and Health, Nutrition and Wellbeing. We are investing in our future and have committed £100m to upgrading our campus, including the new fully digitised Science Teaching Hub, the regeneration of the historic King’s Quarter and a new Business School building. Our commitment to our students, campus and community has led to us being named a Top 20 UK institution in two major league tables and 4th in the UK for overall student satisfaction.

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1 The Times and Sunday Times Good University Guide 2023 and the Guardian University Guide 2023
2 National Student Survey (NSS) 2022

Updated October 2022
ABERDEEN 2040
On our 525th anniversary as a University we launched Aberdeen 2040, our strategic vision for the next 20 years. Four strategic themes will shape our learning and discovery, underlined by 20 commitments we have made against each theme:

- **Inclusive**
  We welcome students, staff and partners from all backgrounds, organisations and communities. We value diversity.

- **Interdisciplinary**
  We innovate in education and research by generating, sharing and applying new kinds of knowledge. We learn together.

- **International**
  We connect with others and extend our networks and partnerships around the world. We think across borders.

- **Sustainable**
  We understand and nurture our environment, and take care of our resources, including our people and finances.

  We work responsibly.

OUR EDUCATION
Recognised as the Scottish University of the Year in the Times and Sunday Times Good University Guide 2019, we remain true to our roots as an ancient Scottish university, combining breadth and depth in our degree programmes and drawing strength from the quality of our research. Our flexible curriculum encourages students to grow as independent learners and therefore to thrive as graduates in the diverse workplaces of the future. Our education is open to all and we are setting ambitious targets to further widen access.

OUR RESEARCH
Researchers at the University of Aberdeen have been at the forefront of innovation and excellence throughout the centuries, generating insights in medicine, science, engineering, law, social sciences, arts and humanities. This research has contributed to five Nobel prizes as well as other awards such as the Queen’s Anniversary prize. Our research is intellectually rigorous working within our established areas of excellence as well as new methods of enquiry. We will continue to generate new knowledge addressing economic and societal issues with ambition and imagination, ensuring that it is globally excellent and locally relevant.

INTERNATIONAL
Aberdeen is increasing its international presence, positioning the University as a global organisation and building on established global partnerships around the world, including Qatar, China, North America, Europe. We feature in the top 50 institutions worldwide for international students¹.

¹ Times Higher Education World University Rankings 2021
IMPACT

In 2020 the University signed the United Nations Sustainable Development Goals accord, solidifying our commitment to developing the world in a sustainable way. In 2022 we were listed in the global Top 100 for 8 of these goals⁴.

Our highly cited work in zero-carbon technology and global outlooks makes us Scotland’s best institution for environmental research⁵.

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⁴ Times Higher Education Impact Rankings 2022
⁵ QS World University Rankings 2022
The Directorate of Academic Services & Online Education

The Directorate of Academic Services & Online Education is based on the University's King's College Campus and encompasses three areas within Professional Services: the Centre for Academic Development, the Online Education team and the Registry.

The Centre for Academic Development provides academic development support to staff and students including pedagogic staff development, eLearning expertise and academic skills support. CAD also provides support for the University’s engagement with Quality Enhancement themes.

The Online Education team supports the University’s growth of fully online courses and programmes and associated student numbers. The team supports the University's On-demand Learning website and provides support to students from enquiry through course registration including ongoing project work to develop the Online Education Management System to support the online student journey. The team works in close partnership with academic Schools and with colleagues in Marketing to promote the online opportunities and portfolio development. The team also supports the University’s work relating to upskilling and reskilling.

The Registry provides the central administrative, secretarial and clerical support for all aspects of the student lifecycle for undergraduate and postgraduate students, from post-admission to graduation and also supports education policy and quality assurance. Within the Registry there are four main sections: Student Information Systems, Student Services, Curriculum Team and Academic Services. The Student Information Systems is split into two sub-teams: the Student Records Team, responsible for student records and systems; and the Central Timetabling Team which is responsible for teaching and exam timetabling. The Student Services team is responsible for many aspects of student administration for undergraduate and postgraduate students, including student progression, graduation and tuition fees. The Curriculum Team has administrative oversight of the annual review and update of the curriculum through the Curriculum Management System, the production of the University Calendar and Catalogue of Courses, and maintains MyCurriculum, the University’s online course selection system, providing dedicated support to users. The Academic Services team provides administrative oversight in regard to all matters relating to quality assurance and education policy, provides support to the University’s Education committees and manages academic appeals, student complaints and academic discipline.
ABERDEEN AND ABERDEENSHIRE

Scotland’s third largest city, Aberdeen sits on the coast between the mountains of Aberdeenshire and the stunning North Sea coastline. The Aberdeen City region is a can-do place that is actively investing, at scale, in its future.

Renowned as a Global Energy Hub, Aberdeen is a vibrant, entrepreneurial region, home to a unique mix of business opportunities and specialist skills across various sectors including energy, technology, life sciences and food & drink. More than 20% of Scotland’s top businesses are located in this region which is taking great strides to ensure that it continues to compete on a world stage. Investments of more than £10 billion of public and private infrastructure is due to be delivered before 2030, marking an exciting time to be part of a genuine world-class location.

Built from sparkling local granite Aberdeen has earned the name of the Silver City. As the energy capital of Europe, Aberdeen nevertheless retains its old-fashioned charm and character making it an attractive place in which to live, work and study. Due to its global business and international energy industry credentials, Aberdeen is well served by local and national transport infrastructure with excellent rail networks that run both North and South of Scotland and the rest of the UK. It also acts as an international travel hub. Flying time to London is just over one hour with regular daily flights and serves international travel to European centres such as Amsterdam (Schiphol) and Paris (Charles de-Gaulle) as well as flights to other European destinations.

The City and the surrounding countryside provide a variety of urban, seaside and country attractions. Aberdeen has first class amenities including His Majesty’s Theatre, Music Hall, Art Gallery, the P&J Arena, Museums, and Beach Leisure Centre. The City is framed by its accessible beach front which is within a short walk of the city centre and there are an array of activities available across the region such as hill walking; mountaineering; sailing; surfing; salmon, trout and sea fishing; golf; sailing; surfing and windsurfing. The surrounding countryside, known as Aberdeenshire, is also one of Scotland’s most appealing regions. Royal Deeside and the Cairngorms National Park are within easy access of the city, and there are a variety of towns and villages scattered along the coastline.

The city and the surrounding area have ranked consistently highly in nationally recognised quality of life surveys, coming out top 10 as one of the best places to live in Scotland in 2020 in the annual Bank of Scotland survey.

To find out more visit www.visitabdn.com
EQUALITY AND DIVERSITY

The University values and celebrates a diverse working and learning environment and recognises the richness this brings, both in terms of contributing to the success of the University and creating safe and inclusive cultures. The University welcomes applications from individuals with diverse lived experiences.

The University supports flexible working, including hybrid working arrangements, and has policies in place to facilitate this where it is appropriate. The policies can be found at https://www.abdn.ac.uk/staffnet/working-here/flexible-working--5607.php.

The University is committed to progressing gender equality across all its functions and has been a proud member of the Advance HE Athena Swan Charter, achieving an institutional Bronze award, one Silver departmental award for the School of Psychology and eleven departmental Bronze awards. LGBTQ+ equality is championed through the University’s membership of the Stonewall Diversity Champions Programme, where the University has achieved a Silver award in the Workplace Equality Index. The University is on a continual journey to respond to, and combat, GBV in our community and beyond. We are proud to be working towards the EmilyTest Charter, in partnership with the charity, EmilyTest. We all have a role to play in knowing how to signpost colleagues and students to support for gender-based violence, and training and support is available to all staff on this topic.

The University is signed up to Advance HE’s Race Equality Charter, affirming the University’s commitment to the Charter’s aim of improving the representation, progression and success of staff and students who identify as belonging to a racialised group. The University launched its Antiracism Strategy in 2022, representing a bold framework for progress on race equality. Recognising the importance of addressing the under-representation of racialised groups in the senior team, the University’s new Recruitment and Selection Policy embeds specific positive action measures to address this.

The University is delighted to be accredited as a Disability Confident employer and strives to ensure that disabled staff and students have the opportunity to work and study in an inclusive, accessible and supportive environment. The University’s Wellbeing Strategy commits it to progressing work to tackle stigma related to mental health and action to promote and improve health and wellbeing for staff and students. Candidates who are British Sign Language (BSL) users can contact us directly by using contact SCOTLAND-BSL.

The University’s work on equality, diversity and inclusion is supported by a range of networks and engagement activities, designed to provide safe spaces and raise awareness of the support available and the steps everyone can take to create inclusive campuses.

www.abdn.ac.uk/staffnet/governance/equality-and-diversity-277
How to Apply

Online application forms are available at www.abdn.ac.uk/jobs

The closing date for receipt of applications is 07 January 2024

Should you wish to make an informal enquiry please contact:

Rob Cummins, Head of Online Education
robin.cummins@abdn.ac.uk

Please do not send application forms or CVs to Rob.

Please quote reference number ONL012A on all correspondence.