

# Swydd Ddisgrifiad

# Prifysgol Wrecsam Wrexham University



<b>Cyfadran/Adran</b>	Gwasanaethau Gwybodaeth
<b>Adran</b>	Gwasanaethau Cymorth Digidol a Dysgu
<b>Teitl y Swydd</b>	Rheolwr Cymorth Digidol a Dysgu
<b>Yn atebol i</b>	Cyfarwyddwr Gwasanaethau Gwybodaeth
<b>Yn gyfrifol am</b>	Tîm Digidol a Dysgu
<b>Gradd</b>	S&AP2

## Prif Atebolrwydd

Bod yn gyfrifol am gynllunio gweithredol, datblygiad, rheolaeth ac arweinyddiaeth y Gwasanaethau Cymorth Digidol a Dysgu yn ôl anghenion ein cymunedau dysgu, addysgu ac ymchwil amrywiol, gan sicrhau bod y rhain yn cael eu cynnal yn unol â chenhadaeth a chynllun strategol y Brifysgol.

Sicrhau bod y Tîm Gwasanaethau Digidol a Dysgu yn chwarae rhan allweddol yn y broses o ddarparu, cynnal a gwella profiad dysgu, addysgu ac ymchwil y myfyriwr drwy ddarpariaeth ystod gynhwysfawr o wasanaethau (digidol ac wyneb yn wyneb) sy'n canolbwyntio ar y cwsmer. Bydd deilliad y swydd hefyd yn gyfrifol am ddarparu amgylchedd dysgu cefnogol a fydd yn galluogi myfyrwyr i gael eu cefnogi'n barhaus, ac yn cyfrannu'n weithredol at eu llwyddiant, ac at eu cadw.

Arwain a bod yn gyfrifol am y meysydd gweithredol canlynol:

1. Desg Gwasanaethau Gwybodaeth
2. Gwasanaethau Adnoddau Llyfrgell a Dysgu
3. Dysgu Digidol
4. Cefnogaeth Academaidd/Sgiliau Academaidd

Gweithio'n agos ag uwch weithwyr yn y tîm Gwasanaethau Gwybodaeth i ddiffinio a darparu yn erbyn Dangosyddion Perfformiad Allweddol y Brifysgol, a mesurwyr allanol fel yr Arolwg Myfyrwyr Cenedlaethol, fel bod y gwasanaeth yn cael ei gydnabod fel cyfrannydd cadarnhaol i lwyddiant y brifysgol.

Sefydlu a chynnal perthnasau cryf â chwsmeriaid a rhanddeiliaid i weithredu adolygiadau gwasanaeth gyda phob un o feysydd egwyddorion y sefydliad i adolygu perfformiad gwasanaeth, tracio a rheoli cynlluniau gwella a rhagweld anghenion gwasanaeth yn y dyfodol.

## Tasgau Allweddol

Rheoli, arwain a datblygu'r tîm Gwasanaethau Digidol a Dysgu i hwyluso a chefnogi busnes addysgu, dysgu ac ymchwil y Brifysgol.

Mewn cydweithrediad â'r PVC Cyswllt (datblygiad academiaidd) a'r Tîm Datblygu Academiaidd, cyfrannu at ddatblygu ymarfer academiaidd a chymhwysedd digidol cymuned ymarferwyr AU y Brifysgol. Darparu cyngor, ymgynghoriad a chymorth arbenigol i staff academiaidd ynglŷn â dulliau ac adnoddau yn ymwneud â dylunio cwricwlwm, gwella technoleg ac addysgeg.

Cefnogi'r Cyfarwyddwr Gwasanaethau Gwybodaeth yn weithredol i drawsnewid Amgylchedd Digidol a Dysgu'r Brifysgol drwy ddatblygu a darparu strategaeth arloesol o'r 21<sup>ain</sup> ganrif sy'n trawsnewid yr amgylchedd digidol a dysgu ac yn cefnogi strategaethau eraill y brifysgol. (Campws 2025, Strategaeth ar gyfer Cefnogi Dysgu a Chyflawni, Strategaeth Gwelliant Digidol etc).

Sefydlu partneriaethau proffesiynol ar draws y Brifysgol gydag Ysgolion Academiaidd a Gwasanaethau Proffesiynol eraill, gan ddatblygu perthnasoedd effeithiol o ddylanwad ac ymddiriedaeth. Monitro'r gwasanaethau a ddarperir i sicrhau eu bod yn gyfredol, yn berthnasol, yn hyfyw ac yn ymateb i'r cwricwlwm.

Cytuno â'r Cyfarwyddwr Gwasanaethau Gwybodaeth ar set o dargedau a chanlyniadau dangosyddion perfformiad allweddol cyraeddadwy y gellir eu defnyddio i fesur effaith yr adran a'r tîm. Datblygu a chynnal 'Cytundebau Lefel Gwasanaeth' ar draws pob maes gwasanaeth a gyda chyflenwyr/partneriaid allanol lle bo hynny'n briodol.

Datblygu a rheoli ein casgliadau o adnoddau wedi'u hargraffu ac adnoddau electronig mewn perthynas â portffolio'r brifysgol o raglenni ac ymchwil, sy'n newid o hyd, ac i anghenion cwsmeriaid sy'n newid o hyd, datblygu'r llyfrgell ddigidol a mynediad cynhwysfawr at e-lyfrau, e-gyfnodolion, cronfeydd data, data a gwrthrychau digidol.

Parhau i arloesi yng nghyd-destun defnydd o systemau a thechnolegau er mwyn darparu cymorth a gwasanaethau o'r radd flaenaf i ddefnyddwyr ar y campws a thu hwnt, mewn modd cost effeithiol.

Sicrhau bod prosesau, systemau a gweithdrefnau cadarn mewn lle ar gyfer rheoli a gweinyddu'r gweithrediadau, wrth ystyried dyrannu adnoddau, gosod tasgau, rheoli perfformiad, parhad gwasanaeth a gwelliannau parhaus i wasanaeth.

Gweithio gyda'r Cyfarwyddwr Gwasanaethau Gwybodaeth ar osod a rheoli cyllidebau cysylltiedig, gan gymryd cyfrifoldeb am incwm a gwariant y Gwasanaethau Digidol a Dysgu a chaffaeliad cysylltiedig nwyddau a gwasanaethau.

Sicrhau bod anghenion adnoddau myfyrwyr, staff ac ymchwilwyr yn cael eu bodloni drwy ymateb i'r adborth a dderbynnir a gweithredu ar yr adborth hwn i wella ansawdd ac effaith y Gwasanaethau Cymorth Digidol a Dysgu yn barhaus.

Arwain a rheoli'r Tîm Cymorth Gwasanaethau Digidol a Dysgu drwy ddethol a recriwtio, hyfforddi a datblygu, ymgynghoriadau a chyfathrebu, arwain y tîm i lwyddo yng nghyd-destun dangosyddion perfformiad allweddol a chyfraniadau cadarnhaol i'r gwasanaeth cyffredinol.

Cymryd rhan a chynrychioli'r Brifysgol mewn digwyddiadau mewnol ac allanol a thrwy aelodaeth o bwyllgorau a chyrff allanol, er mwyn adnabod arferion gorau'r sector a chyfrannu at reolaeth ac enw da'r Brifysgol. Adeiladu a chynnal cydweithrediadau ag amrywiaeth o asiantaethau allanol sy'n berthnasol i'ch maes cyfrifoldeb.

Mewn cysylltiad â'r Cyfarwyddwr Gwasanaethau Gwybodaeth, arwain ar weithrediad a darpariaeth achrediad gwasanaeth cwsmeriaid fel Cwsmeriaid yn Gyntaf neu Ragoriaeth Gwasanaeth Cwsmeriaid.

Bod yn ymatebol a lledaenu gwybodaeth yn ymwneud â newidiadau mewn patrymau dysgu, defnydd gwybodaeth, llythrennedd digidol / gwybodaeth a'r amgylchedd addysgol sy'n datblygu o fewn Prifysgol Wreccsam ac Addysg Uwch yn gyffredinol, er mwyn cefnogi tueddiadau a strategaethau newydd.

Sicrhau cydymffurfiaeth â deddfwriaeth gyfredol ar gyfer hawlfraint, trwyddedau, gwybodaeth a data, ymgysylltu â phrosesau awdit neu sicrhau ansawdd allanol yn ôl yr angen.

Sefydlu adroddiadau gwasanaeth i ddarparu gwybodaeth reoli fanwl sy'n hysbysu gwelliannau gwasanaeth ac yn darparu rhagoriaeth gwasanaeth cwsmeriaid. Cyfrannu at ddatblygiad a pharatoadau Adroddiadau Blynyddol a Chynlluniau Gweithredu Blynyddol Gwasanaethau Gwybodaeth.

Dilyn y datblygiadau diweddaraf ym maes addysg uwch, cyfathrebu ysgolheigaidd, llyfrgelloedd wyneb yn wyneb/digidol, cymorth sgiliau academiaidd ac anghenion dysgwyr, gweithredu arferion gorau ac ymateb i amgylchiadau sy'n newid o hyd, gan sicrhau arloesedd gwasanaeth parhaus.

Gweithio'n agos gyda staff y Brifysgol a phartneriaid allanol, gan gynnwys WHELF (Fforwm Addysg Uwch Cymru), HELF, SCONUL (Society of College, National and University Libraries) i ddatblygu strategaethau a pholisïau sy'n bodloni gofynion sefydliadol, proffesiynol, deddfwriaethol a rheoliadol perthnasol.

## **Nodweddion Arbennig**

Mae'r rôl wedi'i lleoli 'ar y campws' yn Wreccsam yn bennaf, er y gellir ystyried ychydig o weithio cyfunol, ac ymweliadau i Gampysau eraill Llaneurgain a Llanelwy yn ôl yr angen.

Gall fod angen cefnogaeth gyda'r nos, ar benwythnosau neu'r tu hwnt i oriau swyddfa o bryd i'w gilydd. Felly mae angen agwedd hyblyg tuag at oriau gwaith.

Bydd gofyn i ddeiliad y swydd fynychu cyfarfodydd a chynadleddau o fewn y DU a sefydliadau partner yn achlysurol, yn ôl yr angen.

## **Dyletswyddau Cyffredinol**

Byddwch yn sicrhau bod systemau a gweithdrefnau rheoli priodol ar waith er mwyn bodloni'ch dyletswyddau a'ch cyfrifoldebau iechyd a diogelwch a geir ym mholisi iechyd a diogelwch y Brifysgol. Yn benodol, byddwch yn sicrhau bod asesiadau risg priodol yn cael eu cynnal mewn

perthynas â pheryglon sylweddol ac yr ymgymerir ag arolygon diogelwch o leiaf unwaith y flwyddyn ym mhob gweithle dan eich rheolaeth chi.

Cyfrifoldeb y gweithwyr yw ymgorffori Polisi Cyfle Cyfartal y Brifysgol o fewn eu maes cyfrifoldeb eu hunain ac yn eu hymddygiad cyffredinol.

Mae gan yr holl staff gyfrifoldeb am hyrwyddo gofal cwsmer o ansawdd yn eu meysydd cyfrifoldeb eu hunain.

Rhaid i staff fod yn ymwybodol o ymrwymiad y Brifysgol i Gynaliadwyedd.

Rhaid i bob aelod o staff hyrwyddo ymddygiad iach ac iechyd meddwl a llesiant cadarnhaol.

Disgwylir i ddeiliaid swyddi gydweithredu â'r broses Adolygu Datblygiad Proffesiynol, gan gymryd rhan wrth osod amcanion er mwyn cynorthwyo gyda monitro perfformiad a datblygiad yr unigolyn.

Byddwch yn asesu anghenion hyfforddiant a datblygiad pob aelod o staff dan eich rheolaeth i sicrhau eu bod yn cael eu cefnogi'n ddigonol mewn perthynas â'u cyfrifoldebau yn y gwaith.

Dyletswyddau perthnasol eraill sy'n gymesur â gradd y swydd, a all gael eu neilltuo gan y Rheolwr, mewn cytundeb â deiliad y swydd. Ni ddylid gwrthod cytundeb o'r fath yn afresymol.

Mae'r cyfrifoldebau allweddol sydd wedi'u cynnwys yn y swydd ddisgrifiad hwn yn rhai nodweddiadol; nid ydynt yn gynhwysfawr. Gellir addasu dyletswyddau a chyfrifoldebau mewn trafodaeth â deiliad y swydd.

Disgwylir i'r holl ddeiliaid swydd yn y Gyfarwyddiaeth allu cynnig cymorth ar draws pob maes, y tu hwnt i'w tîm uniongyrchol, ar gais y Cyfarwyddwr ac yn gymesur â'u sgiliau, eu gwybodaeth a'u profiad.

## Adolygu

Mae hwn yn ddisgrifiad o'r swydd ar adeg ei chyhoeddi. Arfer y Brifysgol o bryd i'w gilydd yw adolygu a diweddarau swydd ddisgrifiadau er mwyn sicrhau eu bod yn adlewyrchu natur gyfredol y swydd a gofynion y Brifysgol yn gywir ac i ymgorffori unrhyw newidiadau rhesymol pan fo angen, mewn ymgynghoriad â deiliad y swydd.

Teitl y Swydd:

Rheolwr Cymorth Digidol a Dysgu

Er mwyn cael eich rhoi ar y rhestr fer, rhaid i chi arddangos eich bod yn bodloni'r holl feini prawf hanfodol a hynny o'r meini prawf dymunol ag sy'n bosibl. Pan fydd gennym nifer fawr o geisiadau sy'n bodloni'r holl feini prawf hanfodol, byddwn wedyn yn llunio'r rhestr fer gan ddefnyddio'r meini prawf dymunol.

## Meini Prawf Dethol

Priodoleddau	Eitem	Meini Prawf Perthnasol	Dull Adnabod	Pwysigrwydd
1	Sgiliau a Galluoedd	1.1 Sgiliau rhyngpersonol a chyfathrebu rhagorol. Trafodwr hyderus, medrus, perswadiol a di-ildio.	Ff, C	H
		1.2 Y gallu i ddeall effaith problemau gwasanaeth a phwysigrwydd dod o hyd i ddatrysiadau cyflym fel mater o frys, gydag empathi a phragmatiaeth, a'r gallu i sefydlu datrysiadau y gellir cytuno arnynt ar y ddwy ochr.	Ff, C	E
		1.3 Y gallu i gadw eich pen ac ymddwyn yn hyderus a phroffesiynol mewn sefyllfaoedd anodd neu o dan bwysau; ac i wneud penderfyniadau gweithredol pendant, addas gydag ychydig iawn o gefnogaeth.	Ff, C	E
		1.4 Sgiliau arwain cryf gyda'r gallu i reoli, cymell a dylanwadu ar gydweithwyr ar bob lefel.	Ff, C	E
		1.5 Sgiliau cynllunio, trefnu a TG cryf gyda'r gallu i droi amcanion yn weithredodd mewn modd prydlon.	Ff, C	E
		1.6 Y gallu i ddadansoddi ac adrodd ar ddata meintiol ac ansoddol i hysbysu amcanion/canlyniadau gwelliant.	Ff, C	E
		1.7 Dull sy'n canolbwyntio ar y cwsmer.	Ff, C	E

		1.8	Y gallu i arwain staff a thimau mawr drwy newid, arloesedd a datblygiad gwasanaeth.	Ff, C	H
		1.9	Sgiliau Rheoli Prosiect.	Ff, C	D
2	Gwybodaeth Gyffredinol ac Arbenigol	2.1	Dealltwriaeth o reoli gwybodaeth a thechnolegau digidol perthnasol i addysgu, dysgu ac ymchwil.	Ff, C	H
		2.2	Gwybodaeth am safonau darpariaeth, dulliau, prosesau ac arferion sy'n canolbwyntio ar gwsmeriaid.	Ff, C	E
		2.3	Dealltwriaeth o ddamcaniaethau addysgegol sy'n sail i ddysgu, a dulliau addysgegol sy'n datblygu drwy ddefnyddio technolegau.	Ff, C	E
		2.4	Gwybodaeth, dealltwriaeth a phrofiad o'r llyfrgell, llythrennedd gwybodaeth a sgiliau academaidd mewn amgylchedd Addysg Uwch.	Ff, C	H
		2.5	Y gallu i gyfathrebu drwy gyfrwng y Gymraeg neu barodrwydd i ddysgu.	C	D
3	Addysg a Hyfforddiant	3.1	Gradd israddedig, cymhwyster Addysgu neu gymhwyster proffesiynol.	Ff, T	H
		3.2	Aelodaeth o gorff proffesiynol perthnasol.	Ff, C	E
		3.3	Tystiolaeth o ddatblygiad proffesiynol parhaus ac ymrwymiad i hyfforddiant.	Ff, C	E
		3.4	Wedi cwblhau cymhwyster/cwrs rhaglen arweinyddiaeth/rheoli.	Ff, C	H
4	Profiad Perthnasol	4.1	Profiad amlwg o reoli gwasanaeth llwyddiannus yn ymwneud â llyfrgelloedd, dysgu digidol, cymorth academaidd neu wybodaeth.	Ff, C	H
		4.2	Profiad o ddatblygu mentrau ac arloesedd newydd i gefnogi grŵp amrywiol o gwsmeriaid.	Ff, C	E
		4.3	Profiad o addysg uwch, gan gynnwys ymglyfarwyddo â'r Asiantaeth Sicrhau Ansawdd, polisïau a gweithdrefnau addysgu a dysgu.	Ff, C	E

		4.4	Profiad o Reoli Perthynas â Chwsmeriaid a Rheoli Rhanddeiliaid.	Ff, C	E
		4.5	Profiad o arwain a rheoli timau, drwy newid, arloesi a datblygu gwasanaeth.	Ff, C	H
		4.6	Profiad o foderneiddio adnoddau a gwasanaethau llyfrgell gan gynnwys dylunio llyfrgell, cynllunio gofod a darpariaeth o ystod ac amrywiaeth o gyfleusterau astudio.	Ff, C	D
		4.7	Profiad o reoli adnoddau, cyllidebau ac ysgrifennu achosion ac adroddiadau busnes.	Ff, C	H
5	Ymddygiad/Gallu  Bydd yn ofynnol i ddeiliad y swydd ddangos ei fod yn gallu bodloni'r rhinweddau sy'n gysylltiedig â'r cymwyseddau ymddygiadol canlynol.	5.1	<b>Hunan reolaeth a sgiliau personol</b> - Ymwybyddiaeth o'ch ymddygiad eich hun ac ystyried sut mae'n effeithio ar eraill, gwella sgiliau personol i addasu arfer proffesiynol yn unol â hynny.	Ff, C	H
		5.2	<b>Darparu gwasanaeth rhagorol</b> - Darparu gwasanaeth o'r safon uchaf i gleientiaid allanol a mewnol. Meithrin perthnasoedd hirdymor didwyll ac agored er mwyn codi safonau.	Ff, C	E
		5.3	<b>Canfod datrysiadau</b> - Ymgymryd ag agwedd holistig a gweithio'n frwdfrydig i ddadansoddi problemau a datblygu datrysiadau ymarferol. Adnabod cyfleoedd ar gyfer arloesi.	Ff, C	E
		5.4	<b>Croesawu newid</b> - Croesawu ac ymgysylltu syniadau newydd a ffyrdd newydd o weithio. Addasu i sefyllfaoedd anghyfarwydd, gofynion yn newid a rolau yn newid.	Ff, C	E
		5.5	<b>Gwneud defnydd effeithiol o adnoddau</b> - Nodi'r ffyrdd mwyaf cynhyrchiol o ddefnyddio adnoddau, gan gynnwys pobl, amser, gwybodaeth, rhwydweithiau a chyllidebau, a manteisio arnynt.	Ff, C	E
		5.6	<b>Ymgysylltu â'r cyd-destun ehangach</b> - Gwella eich cyfraniad	Ff, C	E



			i'r sefydliad trwy ddeall y darlun ehangach a dangos ymrwymiad i werthoedd sefydliadol.		
		5.7	<b>Datblygu eich hun ac eraill</b> - Dangos ymrwymiad i'ch datblygiad proffesiynol parhaus eich hun. Cefnogi ac annog eraill i ddatblygu eu gwybodaeth broffesiynol, sgiliau ac ymddygiadau proffesiynol i'w galluogi i gyrraedd eu potensial llawn.	Ff, C	E
		5.8	<b>Cydweithio</b> - Cydweithio ag eraill er mwyn cyflawni amcanion. Cydnabod a gwerthfawrogi'r cyfraniadau gwahanol mae pobl yn eu cynnig i'r broses hon.	Ff, C	E
		5.9	<b>Cyflawni canlyniadau</b> - Bodloni amcanion a meini prawf llwyddiant y cytunwyd arnynt yn gyson. Cymryd cyfrifoldeb personol am gyflawni pethau.	Ff, C	H
<b>Dyddiad Adolygu</b>					

<b>Allwedd</b>	<b>Dull Adnabod</b>	<b>Ff</b>	Ffurflen Gais
		<b>C</b>	Cyfweliad
		<b>P</b>	Prawf
		<b>T</b>	Copi o Dystysgrifau
		<b>Rh</b>	Rhoi Cyflwyniad
		<b>G</b>	Asesiad Grŵp
	<b>Pwysigrwydd</b>	<b>H</b>	Hanfodol
		<b>D</b>	Dymunol





# Job Description

# Prifysgol Wreccsam Wrexham University



<b>Faculty/Department</b>	Information Services
<b>Section</b>	Learning & Digital Support Services
<b>Job Title</b>	Learning & Digital Support Manager
<b>Reports to</b>	Director of Information Services
<b>Responsible for</b>	Learning & Digital Team
<b>Grade</b>	S&AP2

## Principal Accountabilities

To be responsible for the strategic and operational planning, development, management and leadership of the Learning and Digital Support Services as required by our diverse learning, teaching and research communities, ensuring these are carried out in accordance with the mission and strategic plans of the University.

To ensure the Learning and Digital Support Services Teams plays a pivotal role in providing, maintaining and enhancing the student's learning, teaching and research experience through the delivery of a comprehensive range of customer focused services (digital and physical). To also be responsible for providing a supportive learning environment that ensures the on-going support to students, actively contributing to their success and retention.

To lead and be responsible for the following functional areas:

1. Information Services Desk
2. Library and Learning Resource Services
3. Digital Learning
4. Academic Support/Academic Skills

To work closely with senior colleagues in the Information Services team to define and deliver against University KPI's, and external measurers such as the National Student Survey, so that the service is recognised as a positive contributor to the university's success. .

To establish and maintain strong relationships with customers and stakeholders and implement service reviews with each of the principle areas of the organisation to review service performance, track and manage improvement plans and preview future service needs.

## Key Tasks

To manage, lead and develop the Learning and Digital Support Services team to facilitate and support the core teaching, learning and research business of the University.

In collaboration with the Associate PVC (Academic development) and the Academic Development Team, contribute in developing the academic practice and digital capability of the University's HE practitioner community. Provide expert advice, consultancy and support to academic staff about approaches and resources relating to curriculum design, enhanced technology and pedagogy.

Actively support the Director of Information Services in transforming the University's Learning and Digital Environment through the development and delivery of a 21<sup>st</sup> century innovative strategy that transforms the learning and digital environment and supports other university strategies. (Campus 2025, Strategy for Supporting Learning and Achievement, Digital Enhancement Strategy etc).

Establish professional partnerships across the University with Academic Faculties and other Professional Service departments, developing effective relationships of influence and trust. Monitor the services provided to ensure that they are current, relevant, viable and responsive to the curriculum.

To agree with the Director of Information Services an achievable set of KPI targets and outcomes against which the impact of the department and the team can be measured. Develop and maintain 'Service Level Agreements' across all service areas and with external suppliers / partners where appropriate.

Develop and manage our collections of printed and electronic resources in relation to the university's changing portfolio of programmes and research and to changing customer needs, developing the digital library and comprehensive access to e books, e journals, databases, data and digital objects

Continue to innovate in the use of systems and technologies to deliver leading-edge services and support to both on and off campus users in a cost effective way.

Ensure that robust processes, systems and procedures are in place for the management and administration of the operation, having regard to the allocation of resources, tasks, performance management, service continuity and continual service improvement.

To work with the Director of Information Services on setting and managing associated budgets, taking responsibility for the Learning and Digital Support Services income and expenditure and associated procurement of goods and services.

To ensuring that the resource needs of students, staff and researchers are met by responding to feedback received, acting upon this feedback to continuously enhance the quality and impact of the Learning and Digital Support Services.

To lead and manage the Learning and Digital Support Services Teams through selection and recruitment, training and development, consultations and communications, leading the team to

the achievement of critical key performance indicators and positive contributions to the overall service.

To participate and represent the University at internal and external events and through membership of committees and external bodies, in order to identify sector best practice and to contribute to the management and reputation of the University. Build and maintain collaborations with a variety of external agencies relevant to areas of responsibility.

In conjunction with the Director of Information Services, lead on the implementation and delivery of a customer service accreditation such as Customer First or Customer Service Excellence.

To be responsive and disseminate information relating to changing patterns of learning, information use, information / digital literacy and the developing educational environment within WU and Higher Education in general, in order to support new trends and strategies.

To ensure compliance with current legislation for copyright, licences, information and data, engaging with external quality assurance or audit processes as necessary.

Establish service reports to provide detailed management information which informs service improvements and delivers customer service excellence. Contribute to the development and preparation of Information Services Annual Operating Plans and Annual Reports.

Keep abreast of developments in higher education, scholarly communication, digital/physical libraries, academic skills support and user needs, implementing best practice and responding to changing circumstances, ensuring continued service innovation.

Work closely with other University staff and external partners, including WHELF (Wales Higher Education Forum), HELF, SCONUL (Society of College, National and University Libraries) to develop strategies and policies which meet relevant institutional, professional, legislative and regulatory requirements.

## Special Features

This role is primarily an 'on-campus' at Wrexham although some blending working can be considered and visits to other Campuses at Northop and St Asaph as required.

Evenings, weekend or out of hours support may be required from time to time. Flexible approach to working hours is therefore required.

There will be a requirement for the post holder to attend meetings and conferences within the UK and occasionally partner organisations as and when required.

## General Duties

You will ensure that appropriate management systems and procedures are in place to meet your health and safety duties and responsibilities contained within the University's health and safety policy. In particular you will ensure that appropriate risk assessments are carried out in respect of significant hazards and that safety inspections are undertaken on at least an annual cycle in each workplace under your control.

It is the responsibility of employees to apply the University's Equal Opportunities Policy in their own area of responsibility and in their general conduct.

All staff have a responsibility for promoting high levels of customer care within their own areas of responsibility.

Staff must be aware of the University's commitment to Sustainability.

All staff must promote healthy behaviour and positive mental health and wellbeing

Post holders are expected to co-operate with the Professional Development Review (PDR) process, engaging in the setting of objectives in order to assist in the monitoring of performance and the development of the individual.

You will assess the training and development needs of each member of staff under your control to ensure they are adequately supported in relation to their work responsibilities.

Such other relevant duties commensurate with the grade of the post as may be assigned by the Manager in agreement with the post holder. Such agreement should not be unreasonably withheld.

The key responsibilities contained in this job description are indicative not exhaustive. Duties and responsibilities may be altered in discussion with the post holder.

All post-holders within the Directorate are expected to be able to provide support across all areas, beyond their immediate team, as requested by the Director and commensurate with their skills, knowledge and experience.

## **Review**

This is a description of the job at the time of issue. It is the University's practice periodically to review and update job descriptions to ensure that they accurately reflect the current nature of the job and requirements of the University and to incorporate reasonable changes where required, in consultation with the job holder.

# Person Specification

**Job Title:** Learning & Digital Support Manager

In order to be shortlisted you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications that meet all of the essential criteria, we will then use the desirable criteria to produce the shortlist.

Selection Criteria				
Attributes	Item	Relevant Criteria	Identification Method	Rank
1 Skills & Abilities	1.1	Excellent interpersonal and communication skills: Confident, skilled negotiator, persuasive and assertive.	A, I	E
	1.2	Ability to understand the impact of service issues and the urgency/importance of quick resolutions, with empathy and pragmatism, and ability to establish mutually agreeable solutions.	A, I	E
	1.3	The ability to stay calm, confident and professional in difficult or pressurised situations; and to make decisive, appropriate operational decisions with minimal support.	A, I	E
	1.4	Strong leadership skills with the ability to manage, motivate and influence colleagues at all levels.	A, I	E
	1.5	Strong planning, organisational and IT skills with the ability to translate objectives into actions in a timely fashion.	A, I	E
	1.6	Ability to analyse and report on quantitative and qualitative data to inform improvement objectives/outcomes.	A, I	E
	1.7	Customer focused approach.	A, I	E
	1.8	Ability to lead staff and large teams through change, innovation and service development.	A, I	E
	1.9	Project Management Skills.	A, I	D

2	General & Specialist Knowledge	2.1	Understanding of Knowledge management and digital technologies relative to teaching, learning and research.	A, I,	E
		2.2	Knowledge of customer focused service delivery standards, methods, processes and practices.	A, I	E
		2.3	Understanding of current pedagogical theories underpinning Learning, and pedagogical approaches enhanced by the use of learning technologies.	A, I	E
		2.4	Knowledge, understanding and experience of library, information literacy and academic skills in a Higher Education environment.	A, I	E
		2.5	The ability to communicate in the medium of Welsh or willing to learn.	I	D
3	Education & Training	3.1	Undergraduate degree, Teaching qualification or a Professional qualification.	A, C	E
		3.2	Membership of a relevant professional body.	A, I	E
		3.3	Evidence of continued professional development and commitment to training.	A, I	E
		3.4	Completion of a leadership/management qualification/course/programme.	A, I	E
4	Relevant Experience	4.1	Proven track record of managing a successful service related to libraries, digital learning, academic or information support.	A, I	E
		4.2	Experience of developing new initiatives and innovations to support a diverse group of customers.	A, I	E
		4.3	Experience of higher education, including familiarity with QAA, teaching & learning policies and procedures.	A, I	E
		4.4	Experience of Customer Relationship Management and Stakeholder Management.	A, I,	E
		4.5	Experience of leading and managing teams, through change, innovation and service development.	A, I	E
		4.6	Experience of modernising library services and resources including library design, space planning and provision of a range and variety of study facilities.	A, I	D

		4.7	Experience of managing resources, budgets and writing business cases and reports.	A, I	E
5	Behaviours/Competencies  The role holder will be required to evidence that they can meet the qualities associated with the following behavioural competencies.	5.1	<b>Managing self and personal skills</b> - Being aware of own behaviour and mindful of how it impacts on others, enhancing personal skills to adapt professional practice accordingly.	A, I	E
		5.2	<b>Delivering excellent service</b> - Providing the best quality service to external and internal clients. Building genuine and open long-term relationships in order to drive up standards.	A, I	E
		5.3	<b>Finding solutions</b> - Taking a holistic view and working enthusiastically to analyse problems and to develop workable solutions. Identifying opportunities for innovation.	A, I	E
		5.4	<b>Embracing change</b> - Being open to and engaging with new ideas and ways of working. Adjusting to unfamiliar situations, shifting demands, and changing roles.	A, I	E
		5.5	<b>Using resources effectively</b> - Identifying and making the most productive use of resources including people, time, information, networks, and budgets.	A, I	E
		5.6	<b>Engaging with the wider context</b> - Enhancing your contribution to the organisation through an understanding of the bigger picture and showing commitment to organisational values.	A, I	E
		5.7	<b>Developing self and others</b> - Showing commitment to own ongoing professional development. Supporting and encouraging others to develop their professional knowledge, skills, and behaviours to enable them to reach their full potential.	A, I	E
		5.8	<b>Working together</b> - Working collaboratively with others in order to achieve objectives. Recognising and valuing the different contributions people bring to this process.	A, I	E
		5.9	<b>Achieving results</b> - Consistently meeting agreed objectives and success criteria. Taking personal responsibility for getting things done.	A, I	E
<b>Date of Revision</b>					



<b>Key</b>	<b>Identification Method</b>	<b>A</b>	Application Form
		<b>I</b>	Interview
		<b>T</b>	Test
		<b>C</b>	Copy of Certificates
		<b>P</b>	Presentation
		<b>G</b>	Group Assessment
	<b>Rank</b>	<b>E</b>	Essential
		<b>D</b>	Desirable

