# Job Related Information

This document includes information about the role for which you are applying and the information you will need to provide with your application.

## 1. Role Details

<table>
<thead>
<tr>
<th></th>
<th>Information</th>
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<tbody>
<tr>
<td>Vacancy reference</td>
<td>13732</td>
</tr>
<tr>
<td>Job title:</td>
<td>Senior Product Development Manager (eAssessment)</td>
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<tr>
<td>Reports to:</td>
<td>Head of Learning and Teaching Environments</td>
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<tr>
<td>Salary:</td>
<td>£39,992 to £47,772</td>
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<tr>
<td>Terms and conditions:</td>
<td>Academic Related</td>
</tr>
<tr>
<td>Grade</td>
<td>Grade 8</td>
</tr>
<tr>
<td>Duration of post:</td>
<td>Permanent</td>
</tr>
<tr>
<td>Working hours:</td>
<td>37 hours</td>
</tr>
<tr>
<td>Location:</td>
<td>Walton Hall</td>
</tr>
<tr>
<td>Closing date:</td>
<td>Midday, 12 December 2017</td>
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<tr>
<td>Type of application form accepted:</td>
<td>Standard</td>
</tr>
<tr>
<td>Number of referees required:</td>
<td>Internal candidate – One (Line Manager)</td>
</tr>
<tr>
<td>Unit recruitment contact:</td>
<td>Lucy Goddard</td>
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</tbody>
</table>
2. Summary of duties

**Purpose Statement**

To build capability of current digital assessment learning systems and identify, plan, design and deliver new learning products and services to enhance the student learning experience.

To manage multiple learning systems, products or services through the complete lifecycle, from inception to mainstream adoption and ongoing use.

To deliver accountable performance management of line reports and other project team staff to ensure excellent performance and drive on-going career and professional development, operating in line with University policies and procedures.

To promote and embody a positive transformation in attitudes and behaviours to encourage a future orientation and champion the values of the organisation.

1. **Planning, managing and delivering services**

   - Assess requirements for learning environments, taking into account student and staff needs and strategic constraints.
   - Work with stakeholders and partners to translate business requirements into product designs, functional specifications and plans.
   - Define project plans that identify key activities, outputs, resource requirements, milestones and deadlines. Use the project plans to monitor and manage cost, risk and project performance.
   - Provide relevant and timely information to stakeholders to enable decisions to be made by the right people at the right time.
   - Manage product releases and related communications, including acceptance into service and sign off.
   - Define quality standards for learning environments; develop associated policy and drive compliance.
   - Promote adoption and use of the project tools and services; provide timely, expert guidance and support to LT
t
colleagues, academic teams and students.
   - Develop capability in and use of analytics to evaluate learning effectiveness and provide evidence to assess impact and benefits and to inform future development and adoption.

2. **People Management**

   - Direct, motivate, engage and challenge the team to deliver high-quality, appropriate, creative and pedagogically effective learning products and services to agreed performance and quality standards.

3. **Internal and external perspective**

   - Promote learning environments, products and services and facilitate the sharing of excellence across the University and beyond.
   - Keep abreast of University, national and international developments and initiatives in higher education, technology-enhanced learning and online digital delivery, in order to build and exploit intelligence around the offerings of other providers to affirm the University's competitive advantage.
   - Contribute to horizon scanning and benchmarking of learning environments through internal and external liaison.
   - Contribute to the development of collaborative relationships with LT
t business partners to ensure early engagement in the planning process and more efficient outcomes in order to deliver more effective student experiences.
4. **Strategic Development**

- Lead in the development of the VLE project pipeline and related strategy and policy formation.
- Support the development of innovation in learning environments, in collaboration with internal and external stakeholders, to ensure that the Open University remains at the forefront of learning and teaching.
- Support change by regularly reviewing practices and developments to ensure ongoing improvements.
- Contribute to LTI strategy formulation and implementation.

3. **Person specification**

**Requirements  (E = Essential/ D = Desirable)**

### Education, qualifications and training

Higher Education qualification or equivalent professional experience (E)

A recognised relevant professional qualification (D)

### Knowledge, work and other relevant experience

**Essential:**

- Demonstrates a passion for creating great user experiences.
- Proven ability to specify and deliver web-based products successfully, preferably in an educational setting.
- Knowledge of contemporary open and distance learning, educational technology, media production and learning systems environments.
- Track record of successful delivery of products and services within agreed schedule, budget and quality standards.
- Proven experience of developing and maintaining successful working relationships in order to deliver project outcomes.

**Desirable:**

- Experience of working within a complex organisation.
- Familiarity with Virtual Learning Environments (e.g. Moodle).
- An understanding of the development and configuration of enterprise-level systems (preferably learning systems).
- Experience of Agile development.
- Experience of working on innovation projects.
- Experience of interpreting large data sets and generating and communicating learning analytics to inform decision making.
- Experience of benchmarking and horizon-scanning.
- Demonstrates a curiosity and passion for new technology and how it may apply to teaching and learning.
### Personal abilities and qualities

**Essential:**
- Good communication and networking skills: communicates effectively and builds productive working relationships with a range of colleagues; adapts communication style to the needs of the audience.
- Ability to persuade and influence: appropriately and effectively challenges others; influences effectively to shape realistic outcomes.
- Team working: collaborates with colleagues; is respectful of others’ views; shares information; collaborates across organisational boundaries to achieve common goals.
- Planning and organising: prioritises effectively; meets multiple and challenging deadlines; monitors progress against plans using project management techniques; identifies and manages risk.
- Problem solving: strong critical analysis skills; identifying and synthesises critical information; uses quantitative and qualitative information to inform decisions; identifies appropriate options; provides evidence-based recommendations; probes information; challenges assumptions.
- Embraces and adopts change: responds flexibly and positively to change; advocates for change; overcomes resistance to change.
- Delivers results: remains calm, effective and positive even when under pressure; takes responsibility for delivering outcomes; deals effectively with ambiguity.
- Creativity: fosters a creative environment; encourages others to generate and explore ideas and opportunities; encourages experimentation; takes managed risks; is excited about technical innovations.
- Continuous improvement: identifies opportunities for continuous improvement; shows commitment to own professional development; demonstrates enthusiasm, willingness and ability to learn new skills.

**Desirable:**

### 4. Role specific requirements e.g. Shift working

N/A

### 5. About the unit/department

In Technology Enhanced Learning (TEL) we work in partnership with students, academic experts, colleagues across the LTI portfolio, and tutors to innovate from brilliant ideas, design solutions for student success, and continuously enhance the learning and teaching experience.

Students are at the heart of our work. In particular, we:
- champion user-centred iterative design to lead positive change in our student learning experience
- implement evidence-based practice and research, ensuring a pedagogically driven innovation process
- manage, develop and enhance our learning systems and learning technology architecture and applications
- experiment with new and future thinking by innovating in process, pedagogy and products
• promote highly effective learning design, through the application, development and evaluation of proven and emerging technology enhanced learning tools and methods.

Our work strengthens the reputation of the OU as a centre of excellence for the quality of our online teaching and learning.

6. How to obtain more information about the role or application process

If you would like to discuss the particulars of this role before making an application please contact Steve Rycroft email: steve.rycroft@open.ac.uk

If you have any questions regarding the application process please email LTI-translation-recruitment@open.ac.uk

7. The application process and where to send completed applications

<table>
<thead>
<tr>
<th>Please ensure that your application reaches the University by:</th>
<th>Midday, 12 December 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>To be considered for this post, please ensure that you send a completed application form describing how you meet the criteria in the person specification section above.</td>
<td>Please quote the correct vacancy reference for the post you are applying for.</td>
</tr>
</tbody>
</table>

Post it to: As follows:

Name/Job title: Staffing and Recruitment Coordinator

Department/Unit: Learning and Teaching Innovation

Address: Level 1, Perry Building, The Open University, Walton Hall, Milton Keynes

Post Code: MK7 6AA

Or e-mail your application to: LTI-translation-recruitment@open.ac.uk

8. Selection process and date of interview

The interview panel will be chaired by: Dr Steve Rycroft, Head of Learning and Teaching Environments, TEL

The other members of the interview panel will be: Louise Olney, Head of Online Student Experience, TEL

Stewart Nixon, Head of Innovation, TEL

The interviews will take place on: 09 January 2018

The selection process for this post will include Further details on the selection process will be sent to shortlisted candidates.
If you do not hear from us by 22 December 2017, you should assume that you have not been shortlisted for interview but we do thank you for your interest.

Applications received after the closing date will not be accepted.