Candidate information pack

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About us

We offer a space for self-discovery, delivering world-leading research and excellent teaching from our single-site campus in the heart of Southeast London.

Teaching that challenges

Part of the prestigious University of London, we combine academic excellence with creative and innovative approaches to teaching and learning.

Teaching across our 20 academic departments spans the arts, humanities, social sciences, cultural studies, computing, law, teaching, social work and business management – bringing everything you’d expect from a world-renowned arts institution and much more.

You’ll find conversations that spark your creativity at every turn. You’ll find course content informed by world-leading research. And you’ll find tutors who encourage students to question traditional perspectives.

Join us and explore ideas and be part of new thinking every day.
Goldsmiths’ history

In 1792 the Counter Hill Academy opened its doors in New Cross, in a house built by Deptford distiller, William Goodhew. The Royal Naval School then bought the site and commissioned the renowned Victorian architect Robert Shaw to design and build what has today become our Richard Hoggart Building. In the 1890s the Goldsmiths Company added a gymnasium, a concert hall and a swimming pool. Shortly after the College was founded, the Goldsmiths Company provided funding for a new School of Art. This imposing building, opened in 1907, was designed by Sir Richard Blomfield - whose other main claim to fame was to design the now ubiquitous standard electricity pylon.

A busy period of development accompanied our expansion in the 1960s. We added the Whitehead, Lockwood and Education Buildings. We erected the Warmington Tower, built St James’s Hall, and added a new extension to the Richard Hoggart Building.

In 1998 we opened the Rutherford Building, and it received a RIBA award as one of the 10 best new buildings in the capital. 2005 saw us open the eye-catching Ben Pimlott Building, a seven-story, purpose-built teaching space containing new art studios and lecture theatres and providing accommodation for our psychology and digital media labs.

The Professor Stuart Hall Building followed in 2010, housing our Media, Communications and Cultural Studies Department and our Institute for Creative and Cultural Entrepreneurship. The Professor Stuart Hall Building also gave us additional teaching rooms, meeting spaces, a new café and a new 250-seat lecture theatre. In 2018 we opened the Goldsmiths Centre for Contemporary Art. Designed by Turner Prize-winning architects Assemble and housed in the Grade II-listed former Laurie Grove Baths, this free public gallery hosts a varied programme of shows, projects and residencies by national and international artists and curators, bringing world-class art to southeast London.
A history of recognising and nurturing talent

At Goldsmiths we aim to recognise and nurture talent. Nine of our alumni and staff have been Turner Prize winners and a further 24 have been shortlisted. Among these is Steve McQueen, the first Black director to win Best Picture Oscar for his 2014 film 12 Years A Slave.

2019 saw Bernardine Evaristo take home the Booker Prize for her novel Girl, Woman, Other, becoming the first Black woman to receive the prestigious literary award. Our former students are also among winners of the Mercury Music Prize, the Ivor Novello Award, BAFTA and many more. In 2013 we established the Goldsmiths Prize to reward innovation in fiction. The inaugural prize went to Eimear McBride for her debut novel A Girl is a Half-Formed Thing. In 2019, Lucy Ellmann was awarded the prize for Ducks, Newburyport.

Into the modern era, Goldsmiths remains committed to active involvement in community initiatives in New Cross and Southeast London. In 2019 we unveiled a community mural commemorating the 1977 Battle of Lewisham, following a collaborative project between Goldsmiths and local community groups.

In the same year, we worked with our partners Lewisham Council on a winning bid to make Lewisham a London Borough of Culture for 2021, rescheduled to 2022 as a result of the Covid-19 pandemic. In 2021 Goldsmiths was the first university in London to launch a Civic University Agreement. Developed in partnership with 11 other local anchor institutions in the Borough of Lewisham, our Civic University Agreement commits us to working collectively to address some of the most pressing issues facing our local communities.
Message from the CIO

Thank you for your interest in working at Goldsmiths. You would be joining us at an exciting time as we embark on the delivery of our new 2023-2028 digital vision:

“We want everyone in the Goldsmiths community to use digital products confidently and creatively in support of their learning, teaching, research, and administrative activities. Our technology solutions will be flexible, scalable, and secure so the College can adapt to ever changing user needs and flourish in a digital world.”

Our initial priorities are to modernise our infrastructure, improve our data and develop our digital skills. We will be delivering a new CRM system on Dynamics 365, improving all other core systems and processes, and upgrading all our teaching and learning spaces.

We aim to provide our students and staff with digital services that are clear, simple, and easy to use through good design and maximising the use of automation and personalisation. We believe we can best achieve this by adopting and embedding agile delivery methods throughout.

You will be joining a diverse team that is committed to excellent customer service. I can promise you interesting work that will really make a difference, a vibrant College community, and a positive work life balance. Feel free to contact me on LinkedIn if you want to discuss our plans or if you are interested in applying, it would be great to hear from you.

David Minahan – Chief Information Officer
IT charter and principles

Charter

Teaching, learning, and research are our top priorities.

Diversity and inclusion are at the heart of everything, we are accessible to all.

We will listen to what you say, tell you how long something will take and if we can’t do it we will tell you why.

Digital services will be clear, simple, and easy to use.

We will be open about our performance and use your feedback to help us improve.

Principles

Prioritise our work based on strategic goals and customer needs.

Being Agile.

Minimum Viable Bureaucracy (MVB).

Confidently seeking to add business value.

Learning together and treating each other with respect.
The role and the department

The Department of IT and Digital Services (IT&DS) is responsible for providing IT and Digital services to support the learning, teaching, research, and administrative work of Goldsmiths. The Department plays a key role in ensuring that staff and students have excellent digital experiences that enhance their experience of working and studying at the College. The Department also plays a vital role in developing and supporting all major business systems, ensuring that products and services are resilient and can meet user needs.
Job Description for the Virtual Learning Environment (VLE) Developer

<table>
<thead>
<tr>
<th>Department:</th>
<th>IT&amp; Digital Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grade/ Salary:</td>
<td>Grade 8, £50,663 - £58,084</td>
</tr>
<tr>
<td>Contract Type:</td>
<td>Permanent</td>
</tr>
<tr>
<td>Hours:</td>
<td>35 per week (Full time)</td>
</tr>
<tr>
<td>Location:</td>
<td>New Cross, London</td>
</tr>
</tbody>
</table>

Goldsmiths

Goldsmiths, University of London is a world-leading centre of educational excellence where ground-breaking research meets innovative teaching and thinking. We're looking for inspiring and talented people to help build on our global reputation while also growing personally in a true learning organisation.

As a college we are working to tackle inequality in all its forms and are working to promote equality on grounds of race, disability, age, sex, gender identity, sexual orientation, religion and belief, marriage and civil partnership, pregnancy and maternity, and caring responsibilities. We are keen to attract candidates from diverse backgrounds who share our commitment to creating an inclusive culture in which all students and staff can thrive.

Information for candidates with disabilities can be found on our Disability & Individual needs page. We are happy to supply information in alternative formats for applicants if required. Please contact hr-recruitment@gold.ac.uk to make your request.

Passionate about advancing equality and celebrating diversity. Together, we are different.
Department of IT& Digital Services

The Department of IT and Digital Services (IT&DS) is responsible for providing IT and Digital services to support the learning, teaching, research, and administrative work of Goldsmiths. The Department plays a key role in ensuring that staff and students have excellent digital experiences that enhance their experience of working and studying at the College. The Department also plays a vital role in developing and supporting all major business systems, ensuring that products and services are resilient and can meet user needs.

Job description

Reporting to: Digital Product Manager
Reports: None

Summary:
Reporting to the Digital Product Manager the role holder will be responsible for the development, maintenance, and support of our Virtual Learning Environment (VLE) based on the Moodle platform.

Main duties:

- As a member of the Digital Product team, executes the Digital Strategy, and ensures its alignment with the enterprise's IT and digital strategy and the delivery of capabilities required to achieve business success.

- At the direction of the Digital Product Manager, executes the implementation of Agile and Dev-Ops practices promoting a culture of working in IT & DS that reduces silos, enables collaboration, and can respond to ever changing user need.

- **Development and Maintenance:** Develop, maintain, and enhance the Moodle VLE platform to ensure it meets the needs of our faculty and students. This includes customizing and configuring Moodle modules, themes, and plugins.

- Lead practical technical development work under the direction of the Digital Product Manager and contribute to the overall design of the service.

- Modify/maintain custom entities, plug-ins, workflows and APIs of VLE as needed.
• Design, develop and maintain key components of the software suite using PHP, HTML, CSS, JavaScript, and SQL.

• Develop and maintain technical documentation to reflect new applications or enhancements to existing applications.

• **Technical Support:** Provide technical support to faculty, staff, and students using the Moodle VLE. This includes troubleshooting technical issues, providing training, and creating user guides and documentation.

• **Collaboration:** Work closely with academic and administrative staff to understand their needs and translate them into functional requirements. Collaborate with other IT staff to integrate Moodle with other systems.

• Regularly required to liaise with internal/external contacts to influence decisions and events and to build positive, collaborative relationships.

• Work with virtual teams to coordinate the development, and implementation of business solutions in close liaison with those responsible for management and strategy.

• Required to apply in-depth knowledge and use judgement and creativity to investigate and resolve non-standard problems within area of responsibility.

• **Quality Assurance:** Conduct testing to ensure the functionality and usability of the Moodle VLE. This includes performing unit tests, integration tests, and user acceptance tests.

• **Continuous Improvement:** Keep abreast of the latest developments in Moodle and e-learning technologies. Recommend and implement improvements to enhance the functionality and user experience of the Moodle VLE.

• Also required to apply expertise to resolve longer-term, complex problems and to generate original and innovative ideas e.g. investigating and managing an area of ineffective working/system failure, developing approaches to improve operational effectiveness, developing and implementing policy, developing key operating systems etc.

• Actively participating in product design reviews with IT & DS governance team and by providing creative and practical ideas and solutions in a teamwork environment. Provide technical expertise for Goldsmiths VLE data architecture and systems design.

• Promote the benefits of addressing all security issues during solution development and ensure secure development improvement practices.

• Regularly communicate (verbally and in writing) conceptual ideas or information to other teams within IT&DS and business users, technical or
specialist e.g. conveying benefits of using VLE and developing plug-ins and explaining how these will impact on staff and students in practice

- Regularly coordinate or participate in discussions with other IT &DS teams, IT Governance and Change, Digital Product and IT Operations and Support team to develop and maintain applications or enhancements that meet business needs.

- Responsible for creating reports about the usage of VLE Platform and identifying potential areas for improvement based on the data collected.

- Responsible for monitoring usage patterns and usage rates of VLE Platform to ensure that employees are using the system efficiently and effectively.

- Manage and support the maintenance of systems developed in-house, including “trouble-shooting”, defect fixing, change requests, designing, and implementing sound solutions.

- Required to anticipate service user needs and identify new opportunities, facilitating change management as required.

- Required to make collaborative and advisory decisions regarding the operational aspects of VLE Platforms which will have an impact on wider areas of the college, staff, and students.

- Required to plan, organise, and manage individual, and where appropriate, team activities taking account of longer-term issues and ensuring plans are co-ordinated with and feed into the broader operational stratégic plans of the college.

- Required to proactively and reactively liaise with internal contacts (e.g. staff, students and colleagues in the wider college community) and contacts out the College (e.g. external bodies/agencies) in order to build relationships, disseminate information and co-ordinate activities in a timely and effective manner.

- You will be required to undertake any other duties as may reasonably be required
- Ensure that you are aware of and aligned with Goldsmiths’ Regulations, Strategy, and Objectives to work together to proactively advance Equality and Diversity
- At all times to help maintain a safe working environment by participating in training as necessary and following the Goldsmiths’ Health and Safety Codes of Practice and Policy

**Person Specification**
Detailed below are the types of qualifications, experience, skills and knowledge which are required of the post holder. Selection will be made upon evidence of best-fit with this criteria.
The Essential criteria sections show the minimum essential requirements for the post, therefore if you cannot demonstrate in your application you meet the essential criteria categorised below, you will not be invited to interview.

The Desirable criteria sections show additional attributes which would enable the applicant to perform the role more effectively with little or no training.

The Category column indicates the method of assessment:

A = Application form  
C = Certificate  
I = Interview  
R = Reference  
T = Test  
P = Presentation

<table>
<thead>
<tr>
<th>Essential Criteria 1 - Qualifications</th>
<th>Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Educated to bachelor’s degree level, holds relevant professional qualification or equivalent experience, and may have a postgraduate qualification, or other appropriate business, engineering, or industry qualification.</td>
<td>A, C, I</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Essential Criteria 2 - Experience</th>
<th>Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Advanced knowledge of the principles, theory and practice of the Business Application hosted in cloud environments, and Operational management practice for area of responsibility and across functions.</td>
<td>A, R, I</td>
</tr>
<tr>
<td>• Proven experience as a Moodle developer in a higher education setting.</td>
<td>A, R, I</td>
</tr>
<tr>
<td>• Experience modifying/maintaining custom entities, plugins, workflows and APIs of VLE Moodle as needed.</td>
<td>A, R, I</td>
</tr>
<tr>
<td>• Experience designing and implementing PHP, HTML, CSS, JavaScript solutions</td>
<td>A, R, I</td>
</tr>
<tr>
<td>• Experience with SQL-based programming languages</td>
<td>A, R, I</td>
</tr>
<tr>
<td>• Experience with the management of the processes, systems and functions to package, build, test and deploy changes and updates which are bounded as &quot;releases&quot; into the &quot;pre-production&quot; or &quot;production&quot; environment.</td>
<td>A, R, I</td>
</tr>
<tr>
<td>• Experience with anticipating service user needs and identify new opportunities, facilitating change management as required</td>
<td>A, R, I</td>
</tr>
<tr>
<td>• Experience formulating unit tests to test application software in development to ensure that a program's</td>
<td>A, R, I</td>
</tr>
</tbody>
</table>
- Experience managing and supporting the maintenance of systems developed in-house, including “trouble-shooting”, defect fixing, change requests, designing, and implementing sound solutions. A, R, I

- Experience producing reports about the usage of VLE Platform and identifying potential areas for improvement based on the data collected. A, R, I

- Demonstrated capability in technically leading development initiatives and delivering expected results. A, R, I

- Worked in and developed solutions using agile methodology. A, R, I

- Experience in providing a proof of concept or prototyping exercise to demonstrate or evaluate the feasibility and potential benefits of applying a particular technological business change in order to meet a business need. A, I

Desirable Criteria 2 - Experience

- Experience working in Higher Education. A, I

- Experience designing, developing and implementing effective Dynamics 365 and Power Platform solutions and applications. A, I

- Experience designing and implementing Microsoft .NET solutions leveraging ASP.NET, APIs, mobile and more. A, I

- Comprehensive understanding of college structures and systems and external/sector developments, regulations, and requirements. A, I

- Experience with e-learning standards such as Sharable Content Object Reference Model (SCORM) and Aviation Industry Computer-based Training Committee (AICC). A, I

- Experience following principles, methods, techniques and tools for the effective management of projects from initiation through to implementation. Examples, but not limited to: PRINCE2, and PMBOK (Project Management Book of Knowledge) from the PMI - Project Management Institute. A, I

Essential Criteria 3 – Knowledge

- An in-depth knowledge of the VLE Moodle and other third-party technologies A, R, I

- A solid understanding of solution governance practices and application management lifecycle with ability to facilitate design decisions across development, configuration, integration, infrastructure, security, availability, storage, and change management. A, R, I

Desirable Criteria 3 - Knowledge

- Broad and detailed understanding of University structures and systems A, I
- Knowledge on the purpose and composition of a service level agreement (SLA); the relationship between an SLA, an OLA and an underpinning contract for the supply of services.  

**Essential Criteria 4 - Skills**

- Excellent communication skills; strong analytical skills and a demonstrable bias toward action.  

- Clearly articulates goals and objectives and motivates and leads others towards their achievements  

- Conveys a level of confidence and professionalism when engaging with stakeholders, influencing positively and persuading others to take a specific course of action when not in a position of authority.  

- Strong problem-solving capability within an IT systems  

- Proactive, innovative and creative – ability to generate new ideas and recommendations for change/improvement.  

- Effective negotiation skills with the ability to influence others’ thinking at a senior level.  

- Ability to deliver on significant projects  

- Advanced planning, organisational and prioritising skills.  

- Strong organizational skills, the ability to perform under pressure and management of multiple priorities with competing demands for resources  

**Desirable Criteria 4 - Skills**

- Aware of the frameworks and principles on which networks, systems, equipment and resources are based both on premises and cloud based  

- Proficient in Software tools which automate or assist any part of the testing process across all or part of the testing lifecycle. Examples, but not limited to: debugging tools and load test tools  

Please also note that where qualifications are required, employment is conditional on the verification of them. Qualifications (must be original documents) will be checked before the first day of appointment.

For more information about the role, please contact Alma Shala, e-mail a.shala@gold.ac.uk.
Help with applying

We are happy to supply information in alternative formats for disabled applicants. Please contact hr-recruitment@gold.ac.uk to make your request.

Applying online

See Guidance for making a job application (PDF download) for how to use our online application system.

We do not accept postal applications and invite applicants to apply for all vacancies online. If you have a disability that could make this difficult, then please contact us at our email hr-recruitment@gold.ac.uk to discuss alternative arrangements.

The closing time for submitting a job application is 2359 UK time. HR staff are only available to assist with queries from 9am-5pm, Monday to Friday. We recommend submitting your application at least an hour ahead of the deadline, in case of any technical issues.

Filling in the application form

Above is the job description and person specification for this role. This serves as an indication of what we are looking for.

Each criterion specified will be listed as essential or desirable. We will shortlist candidates who demonstrate they meet the essential criteria and as much as the desirable criteria as possible using a points-based system.

Those who score the highest will be invited to interview, so it is important to provide clear evidence on how you meet each criterion.
Staff benefits

**Cycle (Ride) to Work**
Save up to 43%, pay nothing up front and spread the cost of your new bike and/or kit in equal monthly instalments taken from your salary before tax and National Insurance contributions.

**Season ticket loans**
We know travelling to work can be expensive. So, you can apply for an annual, interest-free, season ticket loan repayable by monthly deductions from your salary.

**Tax-free childcare**
The tax-free childcare scheme is an alternative way to cut your childcare costs by opening a government savings account that will see you earn a 20 per cent top-up on any contributions made.

**Staff Assistance Programme**
The Staff Assistance Programme (SAP) offers around the clock confidential and free support and information service.

**Family friendly leave**
Parental leave, including adoption and maternity. Our family-friendly leave guidance has been designed to support both staff and managers by guiding them through the procedures for the various family leave types, covering what needs to be considered and the steps that need to be completed.

**Annual leave and holidays**
The annual leave entitlement for full-time staff is all Public and Bank Holidays in addition to holiday entitlement and College Closure days: On appointment your holiday entitlement is 34 Days per year (includes 4 at Christmas and 2 at Easter College Closure days).

**Staff Networks**
We currently have six staff networks, focused on Disability, Gender, LGBTQ+, Race equality, Parenting/Caring responsibilities, and Menopause.
Disability and individual needs

We actively encourage disabled people to apply to work here. Goldsmiths is an accredited Disability Confident Employer. We are committed to the aims of Disability Confident and in particular we will:

- Ensure that our recruitment process is inclusive and accessible
- Communicate and promote all vacancies
- Offer an interview to disabled applicants who meet the essential criteria for the job
- Provide reasonable adjustments as required
- Support any existing staff member who acquires long-term health condition or becomes disabled, to help them to stay in work

Applying for jobs under the Disability Confident Scheme

As part of our commitment, we ask all job applicants if they want to be considered under the Disability Confident Scheme.

If you are disabled and apply for a job under the scheme, the recruitment panel will guarantee you an interview if they feel that your application meets all the essential criteria for the role.

Please note, that by opting-in to this scheme, you are disclosing that you are disabled solely for the purpose of applying for a guaranteed interview and we will not assume nor infer that you wish to disclose or record that you are disabled in any other way – including any reasonable adjustments you may need if you are employed.

Reasonable adjustments for interviews

It is important to us that you let us know as soon as possible if you have any specific requirements that we can assist with during the recruitment process.

Please note this information will not be part of the selection process and will only be available to those involved in arranging the interview.
Equality and diversity

We are passionate about advancing equality and celebrating diversity at Goldsmiths.

Goldsmiths has a rich heritage of challenging inequality in all its forms and equality, inclusion and social justice are values which are incredibly important to Goldsmiths. These values are enshrined throughout our rich history, entrenched in the subject matter of our research and teaching, and embraced by members of our community.

Our aim is to embed equality, diversity, and inclusion across Goldsmiths and make it a part of everything that we do by working together collaboratively and proactively. Goldsmiths has joined a group of leading companies from the energy, property, transport, engineering and creative sectors in taking the Inclusive Culture Pledge, overseen by leading diversity consultancy EW Group.

Goldsmiths is a Stonewall Diversity Champion, and we are proud of our strong commitment to advance sexual orientation and gender identity equality and to maintain an inclusive environment for everyone.

We are also a member of the Equality Challenge Unit – who work to further and support equality and diversity for staff and students in higher education institutions. We have signed up to the Athena SWAN charter to advance gender equality.