

JOB DESCRIPTION**ACADEMIC SERVICES**

Job title: Online Transformation Manager

Grade: 6

Responsible to: Head of Falmouth Online and Digital Learning

Date: March 2026

Job purpose: The Online Transformation Manager (OTM) will manage the implementation and transition of Falmouth Online, driving initiatives that will address identified challenges, adopt new course delivery models, and create a scalable online education system.

Serving as the link between ambition and digital delivery, the OTM ensures digital initiatives are executed within agreed governance frameworks, timelines and budgets, while maintaining rigorous standards of accessibility, student experience and academic quality.

Central to the delivery of the Falmouth Online Roadmap, the role requires exceptional organisational discipline and attention to detail, combined with the confident application of modern project management methodologies such as agile and digital tools such as JIRA to coordinate multidisciplinary teams and drive complex transformation work to completion including (but not limited to) the development and launch of new programmes and revalidation of existing provision to ensure currency, resilience and long-term sustainability.

The OTM will oversee the full lifecycle from concept and approval through design, build, launch and review—while line managing Learning Resource Designers and leading cross-functional teams across the Digital Learning function.

Main duties and responsibilities

1. Manage the transformation of Falmouth Online, driving initiatives that will address identified challenges, adopt new course delivery models, and create a scalable online education system.
2. Translate the Falmouth Online Roadmap into structured, deliverable transformation initiatives with clear milestones, governance checkpoints and measurable outcomes.
3. Oversee the full lifecycle of new and enhanced provision, from concept development and approval through design, build, launch and post-implementation review.
4. Establish and embed robust programme governance, quality assurance and risk management processes across all new and refreshed provision.
5. Act as the integrator between academic teams and Digital Learning specialists, ensuring alignment between pedagogic intent and digital execution.
6. Line manage Learning Resource Designers, providing clear direction, performance oversight and professional development support.

7. Lead multidisciplinary project teams (academics, Educational Technologists, Digital Learning specialists) to ensure work is planned, tracked and delivered on time and within budget.
8. Utilise modern project management methodologies and digital planning tools to ensure structured coordination across complex, concurrent workstreams.
9. Provide regular reporting on programme progress, risks and resource requirements to the Head of Online and Digital Learning and relevant governance forums.

General duties and responsibilities

1. Contribute to the delivery of the University's strategic objectives and Falmouth Online growth ambitions.
2. Operate within institutional policies, regulations and governance frameworks.
3. Maintain effective working relationships across academic schools, professional services and external partners.
4. Champion inclusive, accessible and high-quality digital education practice.
5. Support a culture of continuous improvement, collaboration and innovation within the Digital Learning function.
6. To perform to high professional standards.
7. To manage independently any errors or concerns at the earliest opportunity, or notify a senior member of staff as appropriate.
8. To use initiative in order to determine priorities, work with autonomy, and work effectively with senior colleagues.
9. To be responsible for your own continuing self-development.
10. To undertake other duties not specifically stated above, which from time to time are necessary for the effective performance of the University's business without altering the nature or level of responsibility involved.
11. To work within and actively support the equality and diversity policies and practices of Falmouth University.
12. To participate in the University's Annual Performance Development Review Process.

Health and safety at Falmouth University

The University takes health and safety matters very seriously. All staff have a responsibility to take reasonable care for the health and safety of themselves and others who may be affected by their actions and omissions. They also have a duty to comply with the University arrangements for health and safety. Staff with responsibility for others must ensure the proper enactment of University policy within their areas in line with levels of responsibility set out in the University's Health and Safety Policy.

Health & safety requirements

- In relation to health and safety you must comply with all relevant legal requirements. You are specifically responsible for ensuring that:

- You comply with safe systems of work in operation within your work area.
- You work co-operatively with other staff who have responsibility for health and safety requirements.
- You report any health and safety concerns to your manager or other responsible member of staff as soon as these are identified.
- You attend training as appropriate to your role (see the relevant health and safety training grid for requirements).
- You may be required to undertake duties as a first aider (for which a separate allowance is paid).

In your role as a line manager, you are responsible on direction and on behalf of the relevant member of Vice Chancellor's Executive Group (VCEG) for supporting the discharge of their duty as a member of the senior management team:

- To monitor effective safety implementation.
- To identify health and safety needs and requirements.
- For the care of all those affected by your acts or omissions, so far as is reasonably practicable

You have a responsibility to ensure a safe and healthy environment in line with legislation for staff, students and other users of the areas of the University under your span of control, by ensuring that:

- Falmouth's safety policies and requirements are implemented and that resources are available to the staff under your control to ensure statutory compliance.
- Risk assessments are carried out for relevant activities (e.g. fieldwork, performances, exhibitions etc) undertaken by staff and students within your area, and that any resulting actions are taken and that safe working practices are followed.
- Correct and timely communication of safety issues, both to your superiors and the staff that work for you as relevant to your areas of responsibility.
- You work within a framework of effective governance, ensuring compliance with relevant regulations/legislation/policies and procedures.
- Ensuring that staff within your area fulfill their responsibilities under the University's Health and Safety Policy, including any responsibilities as members of University Committees as appropriate .

PERSON SPECIFICATION

Job title:

Attributes	Essential requirements	Desirable requirements
Education and qualifications	Relevant degree or equivalent qualification, training, or extensive experience in a relevant role.	Formal project management qualification
Experience and knowledge	<p>Significant experience of leading complex transformation or programme delivery initiatives, ideally within higher education or digital learning environments.</p> <p>Demonstrable experience of managing the full lifecycle of projects or programmes from concept to implementation and review.</p> <p>Strong knowledge of modern project management methodologies and digital planning tools.</p> <p>Proven ability to coordinate multidisciplinary teams and deliver work within agreed timelines and budgets.</p> <p>Exceptional organisational skills with meticulous attention to detail.</p> <p>Experience of embedding governance, quality assurance and structured processes.</p> <p>Strong written and verbal communication skills, with the ability to engage academic and professional stakeholders.</p> <p>Experience of line management and supporting staff development.</p>	<p>Experience within online or blended higher education provision.</p> <p>Knowledge of curriculum design, digital pedagogy and accessibility standards.</p> <p>Familiarity with regulatory and quality frameworks relevant to UK higher education.</p> <p>Experience contributing to strategic portfolio growth or transformation programmes.</p>

Skills and personal requirements	<p>Highly organised, with strong attention to detail and the ability to manage multiple complex workstreams simultaneously</p> <p>Strong problem-solving skills, with the ability to identify issues quickly and implement practical solutions</p> <p>Confident communicator, able to engage and influence a wide range of stakeholders</p> <p>Able to work both independently and collaboratively, taking ownership while coordinating multidisciplinary teams</p> <p>Resilient and adaptable, with the ability to operate effectively in a fast-paced environment</p> <p>Strong digital confidence, with the ability to adopt and use a range of tools and systems</p> <p>High levels of personal accountability, with a focus on delivering to agreed timelines and standards</p>	<p>Proactive approach to continuous improvement and enhancing ways of working</p> <p>Experience of working in complex organisational environments, ideally within higher education or digital delivery contexts</p> <p>Interest in, or awareness of, emerging digital approaches and tools that support programme delivery</p>
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