



Job Description and Person Specification

Summary

Job title:	Digital Capability & Insights Coordinator
Area:	Organisational Development, Human Resources
Reference:	EHA0433-0826
Grade and Salary:	Grade 5 Points 19-22 £28778 - £31236 per annum (Pro-rata)
Contract Type:	Fixed Term until 31/08/2027 (Maternity Cover)
Hours:	Part time (29 hours per week)
Location:	Hybrid with base at Ormskirk, Lancashire, L39 4QP
Accountable to:	Head of Organisational Development
Reporting to:	HR Systems Manager

About the Department

The Organisational Development function is part of the University's wider Human Resources team, which drives the delivery of the People Strategy and promotes an outstanding employee experience. As a newly established and growing function, OD is focused on enabling the University to achieve its ambitions through people, fostering a culture of learning, wellbeing, inclusion, and engagement. The team works collaboratively across areas of the University to ensure all staff are supported to reach their full potential and contribute positively to the University's mission and values.

This is an exciting period of development for OD, as the team expands its remit to include strategic areas such as employee engagement and voice, leadership and management development, reward and recognition, and digital learning. These priorities reflect the University's commitment to creating a values-led, inclusive, and forward-thinking working environment that supports innovation and continuous improvement.

The team's work underpins Edge Hill's ambition to be recognised as an exceptional place to work, learn, and grow.

About the Role

As Digital Capability & Insights Coordinator, you'll play a key role in enabling Edge Hill University to become a digitally confident and AI-ready organisation. You'll support a wide range of initiatives that enhance digital capability, improve user experience and enable staff and students to thrive in an increasingly digital world. Including delivery of supporting the embedding of Jisc Digital Capability framework across the workforce and student community.

You'll coordinate digital learning resources and skills development activities, support the delivery of AI literacy programmes, and help shape a culture where digital confidence, inclusion and innovation can flourish. Using data and feedback, you'll identify trends, evaluate impact and provide insights that inform decision-making and continuous improvement.

The role supports delivery, coordination, insight, and evaluation across the five digital capability workstreams:

1. Digital Learning Platforms & Content

2. Digital Skills Development & Framework
3. AI Literacy & Future Workforce Readiness
4. Digital Experience & Satisfaction
5. Digital Inclusion & Accessibility

Working arrangements: This role may be offered on a hybrid basis, with an expectation of attendance on site. Working patterns can be discussed and agreed with the recruiting manager upon appointment.

About Us

Founded in 1885 as the first non-denominational teacher training college for women, Edge Hill was born from a belief that education could – and should – change lives. It's a university that has always been shaped by those willing to move forward, even when it meant standing apart. Today, Edge Hill is a pioneering university defined by action, where staff play a vital role in connecting students to real skills, real networks and real futures.

The University's teaching, research and innovation transforms lives, creates opportunity and strengthens society. 62% of the University's research was classed as 'world-leading' or 'internationally excellent' in the 2021 Research Excellence Framework.

It has over 12,000 students studying at both undergraduate and postgraduate level. As a university based in the heart of the North West, it takes a connected approach in bringing together education, business, public services and communities.

Edge Hill was awarded University of the Year for Student Experience (Daily Mail University Guide 2026) and 5th in the UK Overall (Uni Compare 2026). In 2024, it was the first University to achieve Ofsted Outstanding for all phases of its Initial Teacher Training provision under the new Inspection Framework.

The University aims to create an environment in which colleagues can thrive, adapt and lead in a changing world. With a strong focus on continuous improvement, inclusion and wellbeing, the University places staff, students and communities at the heart of its success. For staff, this means the opportunity to contribute to a values-led institution, work collaboratively across disciplines and services, and build a rewarding career in an ambitious university community.

Continued investment in campus facilities and digital infrastructure supports an ambitious and inclusive working environment. This includes a £17.4m Life Sciences Building, alongside a £35m investment in brand new accommodation and a Students' Union building which opened at the beginning of October 2024. It has also been recognised as one of the UK's best green spaces for 14 successive years (Green Flag Award 2025).

The University is committed to providing staff and students with accessible, high-quality services, underpinned by innovation, collaboration and a culture that values people.

Duties and Responsibilities

1. People Insight, Data & Evaluation (All Workstreams)

- Coordinate, collate, analyse, and interpret data relating to digital capability, digital skills gaps, AI literacy uptake, and digital satisfaction for staff and students.
- Support digital skills gap analysis aligned to the Jisc Digital Capability Framework.
- Contribute digital capability and experience insight to the People Insights Dashboard.
- Translate data into clear, actionable summaries to support OD decision-making and improvement.
- Maintain evaluation records and improvement logs across all digital capability initiatives.

2. Digital Learning Platforms & Content (Operational Support)

- Support coordination and maintenance of digital learning resources and content hubs.
- Assist in ensuring digital learning content is accessible, inclusive, and user centred.
- Support evaluation and improvement of digital learning platforms and content.

3. Digital Skills Development & Framework (Delivery Support)

- Coordinate digital capability learning pathways and development activity for staff and students.
- Support embedding of digital capability within induction, PDR, leadership, and student skills initiatives.
- Delivery of learning solutions to support digital upskilling
- Track participation, engagement, and completion across digital capability programmes.

4. AI Literacy & Future Workforce Readiness (Programme Support)

- Support delivery and evaluation of AI literacy and future skills initiatives.
- Track AI literacy uptake and engagement across workforce and student groups.
- Support communities of practice and engagement activity related to emerging technologies.

5. Digital Experience & Satisfaction (Insight & Engagement)

- Coordinate digital satisfaction surveys, pulse feedback, and qualitative engagement activity.
- Analyse trends and support “You Said, We Did” communications.
- Contribute staff and student insight to user-centred service improvement activity.

6. Digital Inclusion & Accessibility (Operational Support)

- Support data collection and reporting relating to digital accessibility and inclusion.
- Assist in promoting inclusive digital practice and accessible learning resources.

- Contribute to guidance and communications supporting digital inclusion.

7. Communications, Coordination & Change Enablement

- Support OD-led communications promoting digital capability, AI literacy, and digital confidence.
- Maintain SharePoint hubs, internal web pages, and digital resources aligned to OD priorities.
- Support organisational change initiatives by enabling digital adoption and confidence.
- Coordinate meetings, actions, and project documentation as required.

In addition to the above all Edge Hill University staff are required to: adhere to all University policies and procedures; complete all mandatory training and induction modules, including Equity, Diversity & Inclusion and Health & Safety; engage in appropriate learning and development activities; actively participate in performance review; demonstrate excellent customer care; contribute to an inclusive environment for everyone; respect confidentiality; act in a sustainable and environmentally conscious manner; and proactively consider accessibility in all aspects of your work.

Eligibility

Candidates should note that shortlisting will be based on information provided on the application form with regard to the applicant's ability to meet the criteria outlined in the Person Specification attached.

Person Specification

Please note that applications will be assessed against the Person Specification using the following criteria, therefore, applicants should provide evidence of their ability to meet all criteria. Where a supporting statement is indicated you will be asked to provide a statement of how you meet this criterion within the application form.

Qualifications

Criteria	Essential or Desirable Criteria	Method of Assessment
Educated to A level/BTEC standard or equivalent	Essential	Application
IT qualification or equivalent relevant work experience	Essential	Application

Experience and Knowledge

Criteria	Essential or Desirable Criteria	Method of Assessment
Experience of coordinating support for IT systems and platforms	Essential	Application and Interview
Experience of coordinating, collating and analysing management information and data	Essential	Supporting Statement and Interview
Experience of delivering staff development and training	Essential	Supporting Statement and Interview
Experience of working in a Further or Higher Education environment	Desirable	Application and Interview

Abilities and Skills

Criteria	Essential or Desirable Criteria	Method of Assessment
Proficient in the use of IT including extensive experience of using Office 365 products, such as Word, Excel and PowerPoint	Essential	Interview
Knowledge of issues relating to technology enhanced learning	Essential	Supporting Statement and Interview
Excellent interpersonal and communication skills, both written and oral and the ability to present complex data in a digestible format	Essential	Supporting Statement and Interview
Able to work on own initiative and as part of a team	Essential	Supporting Statement and Interview
Excellent customer care skills and experience of supporting a wide variety of stakeholders	Essential	Supporting Statement and Interview

Candidate Guidance and How to Apply

Join our team at Edge Hill University! We're looking for talented individuals to join our dedicated and supportive community and make a difference to our students. At Edge Hill we value the benefits a rich and diverse workforce brings and welcome applications from all sections of society.

Have any questions?

For informal enquiries about this vacancy, please contact the Staff Recruitment team via Recruitment@edgehill.ac.uk

Ready To apply:

1. Go to our jobsite - <https://jobs.edgehill.ac.uk/Vacancies.aspx>
2. Find the role you wish to apply for.
3. Click the **"Apply Online"** button on the job advert and follow the easy steps to prepare and submit your application.

Key points:

- **Closing date:** Please refer to the advert for the closing date for this vacancy. Vacancies automatically close at 23:59pm [GMT]. Please note, that the University may on occasion close a post early if vacancies attract high volumes of applications; we therefore encourage you to prepare and submit your application in good time.
- **Next steps:** We'll contact you by email, usually within two weeks, to let you know if you have been shortlisted.
- **Shortlisting:** Information you provide on your application will be assessed against the person specification for this role. We encourage you to clearly show how you meet the requirements presented in the person specification. We encourage use of specific examples of your experience, knowledge and skills within your supporting statement(s).
- **Pre-employment checks:** Following offer, successful candidates will need to provide original proof of identity, qualifications and professional memberships, and evidence their right to work in the UK. You will also complete a pre-employment health questionnaire to support Edge Hill University make appropriate adjustments to support you in the role.
- **References:** You will be asked to provide details of two referees on your application form. References will be collected following issue of an offer of employment. Guidance on how to select your referees is provided on the form. The University may ask you for alternative or additional referees to cover your previous three years of employment during pre-employment
- **Right to work in the UK –** This position does not meet the eligibility requirements for sponsorship under the skilled worker route within the UK visa and immigration service's points-based system. Therefore, Edge Hill University is not able to sponsor individuals who require permission to work to carry out this position.
- **Start date:** A start date will be arranged after pre-employment checks are completed.