POSITION DESCRIPTION

User Experience Coordinator (Digital Humanities)

Reference No: M2016

Classification: Level 4

Employment Type: Contract (Jan 2017 – December 2017)

Line Manager: Communications and Marketing Manager
POSITION SUMMARY

Working closely with the Digital Humanities and Archival sectors nationally and locally, the Digital Humanities User Experience Coordinator is contracted to support eRSA’s user facing activities in this space. This role will work as a member of the Marketing and Communications team and is responsible for user support, marketing, communications and event management tasks in support of all our Digital Humanities activities.

This role is also responsible for designing, developing and delivering training programs, developing and implementing documentation about eRSA’s services and providing on-going client support. This role also includes business analysis and business development activities by providing support and advice in identifying potential new clients. The role will also provide support the national Research Data Services project capability on Access to Data for Culture and Community Research.

KEY RESPONSIBILITIES AND OUTCOMES

- Audit, process and curate Tier 0 materials for Digital Humanities services
- Provide support for the enhancement existing Tier 0 material for eRSA services for Digital Humanities audiences
- Provide support for the development of marketing and engagement materials including video and other content for eRSA services
- Provide support for enhancing the usefulness of the eRSA website and portals, and other online presences
- Design, coordinate and support eRSA training programs, including the following:
  - designing and coordinating annual training programs
  - developing training materials
  - delivering training sessions
  - program budgeting
- Participate in client requirements gathering activities
- Provide support and advice in identifying potential new eRSA services
- Provide support and advice in identifying potential new eRSA clients
- Provide support to help on-board new users and ongoing client support
- Participate in key working groups, projects and forums.
- Other duties as required.

CAPABILITIES AND CHARACTERISTICS

- Experience in or exposure to the GLAM, Digital Humanities, Social Sciences or Archive sectors
- Ability to write technical documentation and clear instructions
- Proven experience in designing, coordinating or supporting training programs
- Excellent written and verbal communication
- A solid understanding of the Australian research environment
- An understanding of eResearch technologies (Desirable)
QUALIFICATIONS

- Desirable: A PhD or Masters in a Digital Scholarship, HASS, or GLAM field
- Required: Bachelor degree in Arts or equivalent or relevant experience and/ or education and training in a relevant area.

COMMUNICATION

- Composes communications which convey specialised concepts in order to influence outcomes or decisions.
- Tailors communication style and delivery method to the level of the audience.
- Negotiates agreement on complex technical issues.

TEAMWORK

- Works effectively in a team environment
- Builds collaborative working relationships
- Exercises tact, tolerance and humour to promote team harmony.

SIGNIFICANT RELATIONSHIPS

Internal

- Marketing and Communications Manager
- Solutions Manager
- Deputy Director
- eResearch SA Ltd staff

External

- Business Analyst, Griffith University eResearch Services

DELEGATIONS

None.

OCCUPATIONAL HEALTH AND SAFETY

All staff are expected to promote and provide a safe working environment for staff and visitors with attention to the requirements of the Work Health & Safety (WHS) Act, the Workers Rehabilitation and Compensation Act, OHSW and Injury Management policies and Equal Opportunity Acts applicable to the State in which the position is located.
OTHER DUTIES

All staff are expected to:

• Contribute to the efficient and effective functioning of the team or work unit in order to meet organisational objectives. This includes demonstrating appropriate and professional workplace behaviours, providing assistance to team members if required and undertaking other key responsibilities or activities as directed by one’s supervisor;

• Perform their responsibilities in a manner which reflects and responds to continuous improvement; and

• Familiarise themselves and comply with Work Health and Safety and Equal Opportunity policies.
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<tr>
<td>Mary Hobson, Chief Executive Officer, eResearch SA Ltd</td>
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<td>Signature of Line Manager:</td>
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