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### Role Description

##### Business Area

E-Learning

##### Job Title

iLearn Apprentice

##### Salary Scale

In line with national apprentice wage

##### Location

Hopwood Hall College

##### Accountable to

Head of iLearn

##### Hours of Duty

36 hours

##### Special working conditions

The post holder may be required to work at any location of the College now or in the future in the evening and at weekends.

### Purpose

To support the VLE Coordinator and the iLearn Developers to provide a high quality experience for all stakeholders.

### Duties

1. To contribute to the maintenance, development and up keep of the VLE, including, but not limited to, course structure, reports, user accounts, functionality and future developments.
2. To assist the VLE Coordinator and iLearn development team with induction, training and support for both staff and learners, this will include the research and development of iLearning content and modules.
3. To provide support to the iLearn developers in sourcing content or developing bespoke material.
4. To work towards key departmental objectives and contribute to the quality processes linked to the overall improvement of the area.
5. To build links with key stakeholders of the VLE and iLearning such as the learners, staff, IT, MIS to enable us to continually improve the service.
6. To collaborate with the iLearn developers to trial, evaluate and assess effectiveness of content and return on investment.
7. To participate in auditing and analysis of the VLE and content to ensure all users are receiving a consistent, high quality service.
8. To provide support to iLearn Centres, coaches and users to ensure a quality experience, including but not limited to, access to e-books and other electronic resources.
9. To deliver a positive customer service to all users at all times.
10. Ensure continuous development and improvement of professional knowledge.
11. Any other duties, of a similar level of responsibility, as may be required.

### All staff are responsible for:

**Children & Vulnerable Adults:** safeguarding and promoting the welfare of children and vulnerable adults

**Equipment & Materials:** the furniture, equipment and consumable goods used in relation to their work

**Health / Safety / Welfare:** the health and safety and welfare of all employees, students and visitors under their control in accordance with Hopwood Hall College’s safety policy statements

**Equal Opportunities:** performing their duties in accordance with Hopwood Hall College’s Equal Opportunity Policy

### Revisions and updates

This role description will be reviewed and amended on an on-going basis in line with organisational needs, with consultation with trade unions where required.

### Person Profile

“The College supports the Skills for Life agenda and recognises the importance of all adults having functional literacy and numeracy whatever their role.  All staff are therefore given the support to gain a level 2 qualification in literacy and / or numeracy if they do not already have one and all teaching staff are expected to promote the basic skills of their learners within their subjects.”

#### Qualifications

##### Essential Criteria

Good general standard of education including knowledge of IT.

**How Identified**: Application Form/Certificates

##### Desirable Criteria

Level 2 IT qualification.

**How Identified**: Application Form/Certificates

#### Experience

##### Essential Criteria

Experience of working in a customer service environment

**How Identified**: Application Form/ Interview

#### Specialist Knowledge

##### Essential Criteria

Knowledge of software products (Microsoft Office, Internet, e-mail etc, data management)

**How Identified**: Application Form/Interview

#### IT Skills

Essential criteria

Experience of using a variety of software in education or work.

How identified: Application Form/Certificates

Desirable criteria

Qualified to Level 2

How identified: Application Form/Certificates

#### Competencies

Read this criteria in conjunction with the College Competency Framework – available on the intranet/internet.

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| **1. Leading and Deciding** | |
| 1.1 Deciding and initiating action | **Essential** |
| 1.2 Leading and supervising | **Less Relevant** |

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| **2. Supporting and Co-operating** | |
| 2.1 Working with people | **Essential** |
| 2.2 Adhering to principles and values | **Essential** |

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| **3. Interacting and Presenting** | |
| 3.1 Relating and networking | **Essential** |
| 3.2 Persuading and influencing | **Less Relevant** |
| 3.3 Presenting and communicating | **Less Relevant** |

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| **4. Analysing and Interpreting** | |
| 4.1 Writing and reporting | **Essential** |
| 4.2 Applying expertise and technology | **Essential** |
| 4.3 Analysing | **Less Relevant** |

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| **5. Creating and Conceptualising** | |
| 5.1 Learning and researching | **Desirable** |
| 5.2 Creating and innovating | **Essential** |
| 5.3 Formulating strategies and concepts | **Less Relevant** |

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| **6. Organising and Executing** | |
| 6.1 Planning and organising | **Less Relevant** |
| 6.2 Developing results and meeting customer expectations | **Essential** |
| 6.3 Following instructions and procedures | **Essential** |

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| **7. Adapting and Coping** | |
| 7.1 Adapting and responding to change | **Essential** |
| 7.2 Coping with pressures and setbacks | **Essential** |

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| **8. Enterprising and Performing** | |
| 8.1 Achieving personal work goals and objectives | **Essential** |
| 8.2 Entrepreneurial and commercial thinking | **Less Relevant** |

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