Job Description

Post:	**Digital Learning Facilitator**
Salary Grade:	SCP 24 – 28 **£19,383 - £22,047 (Subject to Job Evaluation)**
Responsible to:	**Digital Learning Manager**

Key Purpose:

To facilitate learning within the Digital Learning Zones by providing guidance and support to students and staff on an individual or group basis, with the use of digital platforms and information learning technologies. Support students and staff with the development of their digital, information and media literacy skills, as well as independent learning.

1	Maintain the smooth day-day running of the Digital Learning Zones, providing a welcoming, high quality customer service experience to all users.
2	Proactive approach to becoming knowledgeable, competent and enthusiastic in advising and guiding staff and students in the use of a 'range' of digital resources including: VLEs (Canvas, Moodle, Blackboard), educational online and mobile Apps, for the purpose of sourcing curriculum materials that integrate technology and improve digital literacy skills.
3	Support Blended Learning Team and Curriculum Leads in developing a course of digital literacy sessions both F2F and online. To deliver a range of edtech sessions on a regular (weekly) basis to meet learning needs.
4	Actively engage with learners to ascertain their learning/study needs, establishing a positive rapport to enable you to facilitate their independent study, research and e-learning needs.
5	Responsible for facilitating independent study through the Study Programme, assisting students and staff with the using the VLE. To monitor the performance of VLE for users and log issues on a central system and escalate issues accordingly to the Digital Learning Manager and Learning Technologist.
6	Maintain your ICT proficiency and digital literacy to a level sufficient to support learners with the use of the VLE, specialist learning tools, searchable resource platforms (EBSCO Discovery and Curriculum Builder), the e-book collection and other EdTech.
7	Challenge disruptive behavior (in accordance with policies and procedures) to maintain a conducive learning environment. Report any student non-compliance/behavior to relevant departments, teaching staff, security and Digital Learning Manager.
8	Assist with the development of eLearning materials for students and staff that develop their understanding of general study skills e.g. How to use the DLZs (plagiarism, referencing, online searches) and other digital platforms/resources (Ebsco Discovery, Curriculum Builder, e-books). Assist the creation of a range of DLZ specific 'resources', 'activities' for the CANVAS 'Commons' library to provide shared online 'interactive' training and induction courses.

9	Support curriculum with the identification and acquisition of digital/learning resources that support students LRCs. Display materials, promote and circulate learning resources to the relevant departments and to be responsible for cataloguing and processing of stock.
9	Provide management information to the Digital Learning Manager on the utilization of the DLZs and associated resources. Undertake administrative, clerical duties and record keeping.
10	Effective use of IT management systems for both printed and online materials e.g. Heritage Cirqa Library Management System MYPC and Lanschool. Utilization and promotion of paperless environments.
11	Responsible for maintaining good housekeeping of the DLZs and all associated resources to ensure they can be easily located by learners and stock is relevant and up to date, in order to maintain a highly organised and presented learning environment.
14	Ensure that the DLZ zone and service maintains currency and within the sector e.g. Jisc Collections, Sharing of best practice etc.
12	To undertake any other duties commensurate with the post.

Variations to the job description may be required from time to time and when this arises there will be a discussion with the post holder.

Post holder to sign and date the job description:

Name of the post holder:

Line manager to sign and date the job description:

Name of the line manager:

Person Specification – Digital Learning Facilitator

		Essential	Evidence		Desirable	Evidence
Qualification	1.	Relevant qualification to minimum of level 3 (A Level equivalent)	Certificates	a	Relevant qualification at Level 4 or above.	Certificates
	2.	Level 2 Literacy, Numeracy and IT		b	Teaching qualification (or willingness to work towards one).	
	3.	Customer service qualification/training		c	Level 2 in Library Information Assistants Certificate.	
Professional Development	4.	Evidence of ongoing professional development with digital technologies	Application			
Knowledge	5.	Appropriate working and high level of knowledge of VLEs (Moodle Canvas) digital applications, online and mobile apps.	Application Interview	d	Experience of cataloguing resources using Heritage or other LMS systems.	Application Interview
	6.	Understanding of cataloguing items using Heritage Cirqa or other LMS systems library.		e	Experience of using EdTec to support learning.	
	7.	Understanding of library classification systems.				
Experience	8.	Experience of delivering inductions and training to develop literacy and eLearning skills to groups of students.	Application Interview	f	Experience of placing orders online adhering to college financial procedures.	Application Interview
	9.	Experience of working in a busy LRC or similar customer service environment.		g	Experience of working within budget limitations (LRC budget or similar).	
	10.	Experience of setting and achieving personal and or team targets.		h	Experience of running statistical reports in Heritage or other Library Management Systems (LMS), MYPC, creating and updating online surveys, using library gate counters etc.	
	11.	Experience of cash handling and recording transactions.				
	12.	Experience of collecting and collating user feedback (surveys and statistics).				

.	Actively supporting students in an open access learning environment. 13. Undertake enquiry work and impart information clearly and concisely. 14. Using information technology and edtech in a learning environment. 15. Able to input financial and statistical data and to collate statistics using Heritage LMS, Excel etc. 16. Ability to train and provide engaging inductions and workshops to staff and students either on a 1-1 or a class basis. 17. To take responsibility, to initiate, share ideas and to carry out new developments which have been agreed.			
Skills/ Qualities	18. Commitment to providing a high quality service. 19. Excellent interpersonal, organizational and communication (verbal, written and IT) skills. 20. Ability to work with, motivate, share best practise and support the work of team colleagues. 21. Ability to handle change, be adaptable, flexible and have a positive outlook. 22. Ability to prioritise and work under pressure. 23. Ability to keep calm in difficult situations and build good relationships	Application Interview		

	24. with students, staff and suppliers.			
Other	29. Commitment and responsibility to safeguarding and promoting the welfare of children and vulnerable adults and suitability to work with children/ vulnerable adults 30. Commitment to college policies i.e. Health & Safety, Equality & Diversity, Inclusion and Quality Assurance 31. DBS Check acceptable to college will be undertaken for successful applicant	Application/ Interview Appointment		