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### Role Description

Business Area : The iLearn Centre (Term time only)

Job Title: iLearn Coach

Salary Scale: £21,423.11 pro rata per annum

Location: Hopwood Hall College

Accountable to: Head of iLearn

Hours of Duty: 14 hours per week-to cover busy lunch time periods within the iLearn Centre.

##### 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 facilitate student learning by guiding, advising, informing and demonstrating the use of e-Learning to enable them to progress successfully through their learning programme. To act as a driver for change and innovation in the development and implementation of the college VLE and other technologies that support student independent learning. To support the development of digital, information and media literacy skills of learners to ensure their ability to gain maximum benefit from the technology-rich learning environment provided within the iLearn Centres.

### Duties

1. To provide first line support to enable learners in using the college VLE and e-Learning content and to act as an advocate for the learner where technical issues are blocking their learning progress
2. Provide training and support for learners in the effective use of the VLE and to be a key driver to increase the usage level of the VLE across the college
3. To support learners’ development of information, research and digital literacy skills through blended e-learning activities as well as the development of training sessions and materials
4. Support curriculum staff in embedding e-resources into teaching, learning and assessment activities through the VLE network effectively to familiarise self with e-Learning content and knowledge of curriculum tasks
5. Promote learner independence and self-management through the development of positive working relationships with learners
6. To support learners on a group and one-to-one basis to engage and participate in their timetabled iLearn activities
7. Contribute to the design and delivery of user education programmes including general college inductions, iLearn inductions and topic specific workshops at the request of curriculum staff
8. To provide first line support for learners in locating and using curriculum resources including e-resources, internet based research and traditional sources of information
9. To monitor learner engagement with iLearn and usage levels of the VLE and to feed back to curriculum departments
10. To monitor and maintain records on attendance and behaviour and to support the reporting process to curriculum departments
11. To work with key college staff (curriculum staff, SSTs, iLearn Development Team) to communicate any key issues/barriers which impact negatively on the learners’ experience of e-Learning
12. Contribute to the effective day to day running of the college iLearn Centres creating a welcoming environment with high standards of customer care
13. Undertake general iLearn Centre administration roles including the maintenance of the LMS and stock management,
14. A willingness to undertake any other duties appropriate to the nature and scale of the post

### 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 Single Equality Scheme

### 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

**Educated to minimum of level 3**

**Good level of education to include Maths and English to GCSE (A-C) or equivalent level**

**Coaching qualification (or willingness to undertake)**

**Confidence with IT and technology**

##### Desirable Criteria

**Level 4 qualification**

**Level 2 IT qualification.**

**Qualification in e-Learning or librarianship**

**Recognised Teaching or training qualification**

**How Identified**: Application

#### Experience

##### Essential Criteria

**Experience of supporting e-learning or online learning or experience of providing support to learners of a variety of ages, confidence and experience**

##### Desirable Criteria

**Experience of using VLEs (It’s Learning, Moodle, Blackboard)**

**Experience of working in a learning resource environment**

**Experience of training to develop e-learning skills.**

**How Identified**: Application/Interview

#### Specialist Knowledge

##### Essential Criteria

**Familiarity with a range of e-based sources of information**

**Experience of using a LMS or similar software**

##### Desirable Criteria

**Understanding of library classification systems**

**Knowledge of electronic resources**

**How Identified**: Application/Interview

#### IT Skills

Intermediate/Advanced Microsoft office skills and experience of using a VLE plus use of the Internet

#### 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  | **Desirable** |

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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  | **Desirable** |
| 3.3 Presenting and communicating  | **Desirable** |

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

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| **5. Creating and Conceptualising** |
| 5.1 Learning and researching  | **Essential** |
| 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  | **Desirable** |
| 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  | **Desirable** |

##### Hopwood Hall College is committed to guarantee an interview to people with disabilities who meet the minimum essential criteria for a vacancy and to consider them on their abilities.