

Job Description

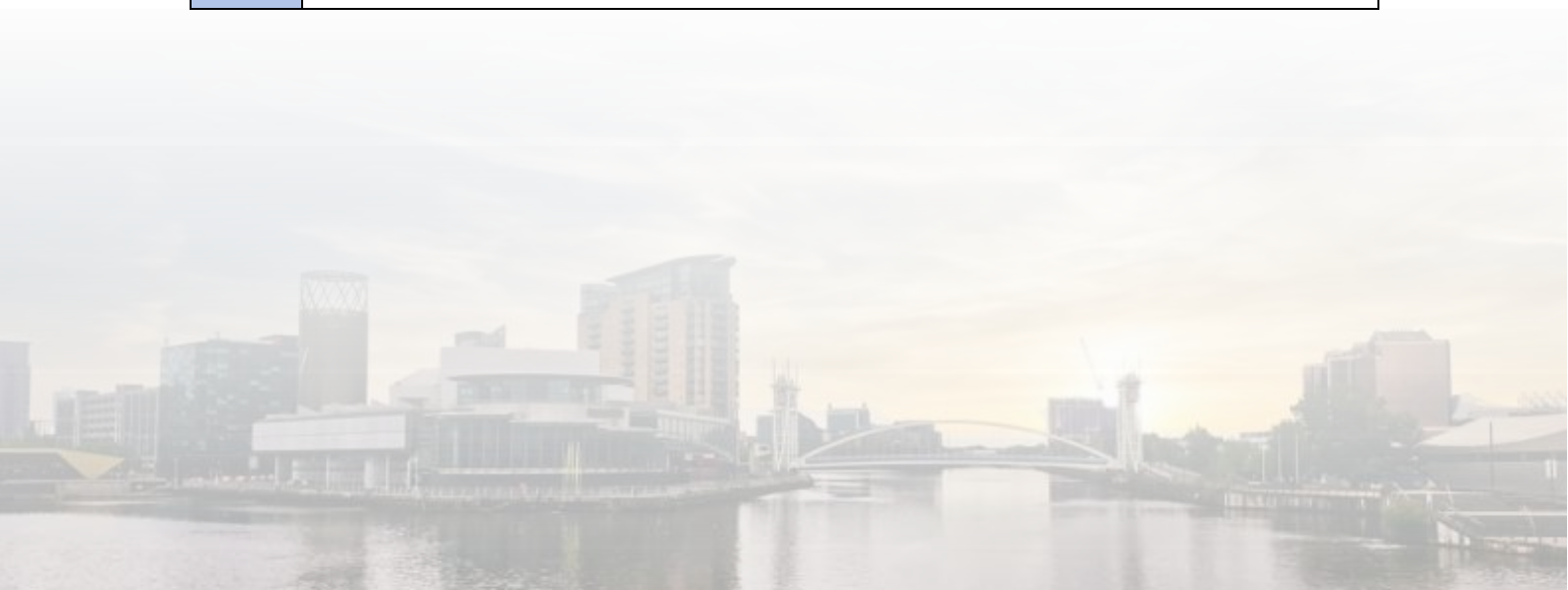
Post:	Digital Learning Facilitator
Salary Grade:	Band 7
Responsible to:	Head of Pastoral

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.

Duties & Responsibilities

A	Maintain the smooth day-day running of the Digital Learning Zones, providing a welcoming, high quality customer service experience to all users.
B	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: educational online and mobile Apps, for the purpose of sourcing curriculum materials that integrate technology and improve digital literacy skills.
C	Actively engage with learners to ascertain their learning/study needs, establishing a positive rapport to enable you to facilitate their independent study, research and elearning needs.
D	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.



E	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.
F	Challenge disruptive behaviour (in accordance with policies and procedures) to maintain a conducive learning environment. Report any student non-compliance/behaviour to relevant departments, teaching staff, security and Digital Learning Manager.
G	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.
H	Support curriculum with the identification and acquisition of digital/learning resources that support students LRCs. Display materials, promote and circulate learning
I	resources to the relevant departments and to be responsible for cataloguing and processing of stock.
J	Provide management information to the Digital Learning Manager on the utilization of the DLZs and associated resources. Undertake administrative, clerical duties and record keeping.
K	Effective use of IT management systems for both printed and online materials e.g., Heritage Cirqa Library Management System MYPC and Lanschool. Utilisation and promotion of paperless environments.
L	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.
M	Ensure that the DLZ zone and service maintains currency and within the sector e.g., Jisc Collections, Sharing of best practice etc.
ON	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.

All post holders are expected to comply with the College's policies and codes of practice in relation to Safeguarding, Equal Opportunity, Inclusive Learning, Health & Safety and Quality Assurance.

Post holder to sign the job description:

Date:

Name of the post holder:



Person Specification

	Essential			Desirable		
Qualification	1	Relevant qualification to minimum of level 3 (A Level equivalent)	Application / Interview	A	Relevant qualification at Level 4 or above.	Application / Certificate
	2	Level 2 Literacy, Numeracy and IT		B	Level 2 in Library Information Assistants Certificate.	
	3	Customer service qualification/training				
Professional Development	4	Evidence of ongoing Professional Development	Application / Interview			
Experience	5	Experience of delivering inductions and training to develop literacy and eLearning skills to groups of students.	Application /Interview	C	Experience of placing orders online adhering to college financial procedures.	Application / Interview
	6	Experience of working in a busy LRC or similar customer service environment.		D	Experience of working within budget limitations (LRC budget or similar).	
	7	Experience of setting and achieving personal and or team targets.		E	Experience of running statistical reports in Heritage or other Library Management Systems (LMS), MYPC, creating and updating online surveys, using library gate counters etc.	

	8	Experience of cash handling and recording transactions.				
Knowledge	9	Appropriate working and high level of knowledge of digital applications, online and mobile apps.	Application / Interview	F	Experience of cataloguing resources using Heritage or other LMS systems.	Application / Interview
	10	Understanding of library classification systems.				
Skills / Qualities	11	Commitment to providing a high-quality service.	Application / Interview			
	12	Excellent interpersonal, organisational and communication (verbal, written and IT) skills.				
	13	Ability to work with, motivate, share best practise and support the work of team colleagues.				
	14	Ability to handle change, be adaptable, flexible and have a positive outlook.				
Other	15	Commitment and responsibility to safeguarding and promoting the welfare of children and vulnerable adults	Application / Interview			



	16	Commitment to College policies i.e., Health & Safety, Equality, Diversity & Inclusion	Application / Interview	
	17	DBS Check acceptable to the college will be undertaken for successful applicant	Application / Appointment	

