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**Job Description – Digital Services Facilitator**

**JOB TITLE**

Digital Services Facilitator

**ACCOUNTABLE TO:**

Digital Services Manager

**ABOUT THE COLLEGE**

Lakes College is a technical vocational Further Education College delivering education and training to full-time and part-time learners and apprentices to degree level. We have a vibrant campus in West Cumbria with state of the art vocational workshops and resources, including the National College for Nuclear Northern Hub.

Our mission and purpose are to:

 ‘*Enable people to recognise and develop their potential’*.

We are a people business and our mission applies as equally to our staff team as to our learners and employers’. We are a Good college and have ambition to be Outstanding by together developing our culture, standards and expectations. We encourage innovation, collaboration and reflection to lead to new ideas and methods. We gather, evaluate and use data to drive operational improvement.

**ABOUT THE ROLE**

* To disseminate knowledge and skills and provide support and training for the development of all College staff and students in the use of digital resources, including equipment and online resources, in support of the College’s Digital Strategy.
* To assist with the smooth running of the Digital Services department and provide an excellent service to customers.
* To provide a second-line support service to enhance teaching, learning and business throughout the College, enabling everyone to maximise their potential.
* To provide a wide, flexible support service to enhance teaching, learning and business throughout the College, enabling everyone to maximise their potential.

**KEY RESPONSIBILITIES AND ACCOUNTABILITIES:**

* To be responsible for delivery of excellent Digital Services to customers.
* To provide first- and second-line technical support for digital hardware, software and online resources.
* To research and adapt new electronic resources, making them accessible for learners and staff.
* To monitor the quality and accuracy of Digital Resources, ensuring that they are up-to-date, ready for use and maintained to a high standard.
* To maintain an installation service for equipment, including installation of software packages; automating systems wherever practicable to ensure that College resources are used effectively and efficiently.
* To provide and maintain adequate documentation of all systems, procedures and applications in an electronic format to guarantee relevant up to date information is available to all members of the team.
* To provide technical support on digital development projects in line with the College’s Digital Strategy.
* To keep up to date with new developments in Digital Technologies, enhancing own skills and support capabilities and contributing to ensuring everyone receives high quality learning experiences.
* To liaise with all users and provide advice and training in Digital Literacy Skills where necessary to ensure that College systems are being used to best effect.

**GENERIC COLLEGE ACCOUNTABILITIES**

* To operate within the college’s safeguarding children and vulnerable adult’s policy to promote and safeguard the welfare of college’s learners who are under the age of 18, and of vulnerable adults to meet the college’s moral and legal responsibilities.
* To work as a member of the team, both within the section and as part of the service as a whole, to promote a team culture and environment and contribute towards the team development and assist others as necessary during periods of peak demand.
* To contribute to the quality system of the section to ensure the delivery of a high quality service.
* To participate in the college’s performance management scheme, in order to ensure personal development needs are identified to allow maximisation of a high level of performance.
* To operate and monitor college Health and Safety Policy, in order to ensure a safe and healthy learning and working environment.
* To proactively create, communicate, implement and support the college’s Sustainability Development Strategy to ensure college targets are achieved.
* To operate and support college’s Equal Opportunities Policy, in order to ensure adherence throughout the college.
* To contribute to the smooth running of the college by undertaking other administrative duties as required to support the management of the college.
* To participate in the promotional and marketing activities of the college and ensure a professional and favourable image is portrayed at all times to enhance the college’s reputation and assist in ensuring its future success.

Note: This Job Description is an outline of the Principal Accountabilities for the post but is not part of the Contract of Employment.

**HOW TO APPLY**

For full information about this role or to apply visit [www.lcwc.ac.uk/job](http://www.lcwc.ac.uk/job)

**Person Specification – Digital Services Facilitator**

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|  | **Essential** | **Desirable** | **Assessment Method** |
| Qualifications |  |  |  |
| Minimum of 5 GCSE’s or equivalent.  | **✓** |  | AF/Cert |
| Literacy and Numeracy qualifications at minimum Level 2 & be willing to update skills.  | **✓** |  | AF/Cert |
| Appropriate Level 3 Qualification or willingness to work towards.  | **✓** |  | AF/IV/CERT |
| Level 4 ICT or Customer Service Qualification. |  | **✓** | AF/IV/CERT |
| Industry qualifications in supporting equipment, software and online systems.  |  | **✓** | AF/IV/CERT |
| Experience |  |  |  |
| Good working knowledge and experience of supporting all Digital Resources including equipment, software and online systems, digital communication tools.  | **✓** |  | AF/IV |
| Experience of Supporting digital resources.  | **✓** |  | AF/IV |
| Experience of working as part of a customer focused team.  | **✓** |  | AF/IV |
| First line Customer Service Support  | **✓** |  | AF/IV |
| Recent relevant experience in a similar working environment.  | **✓** |  | AF/IV |
| Customer and Market Awareness  |  |  |  |
| Approachable and patient in understanding the complex needs of individual customers. | **✓** |  | IV |
| Understands internal forces which affect customers and their needs. Understanding the requirements of the College Policy in relating to customers. | **✓** |  | IV |
| Treats customers fairly and in a non-discriminatory manner. | **✓** |  | IV |
| Understands the needs of different groups of customers. Monitors, evaluates and reviews the standards of customer service of the team. Deals effectively and appropriately with informal customer problems/queries taking corrective action to satisfy customer needs. Understands internal and external forces which affect customers and identifies appropriate action to be taken. |  | **✓** | IV |
| Communication |  |  |  |
| Has the ability to draft standard letters and memos presenting straightforward material. Writes accurate notes of meeting and conservations. Uses correct grammar and spelling.  | **✓** |  | IV |
| Has the ability to use language appropriate to the subject and recipient. Uses sufficient evidence to enable full understanding of information being conveyed. Provides summary of the key elements of the communication. | **✓** |  | IV |
| Analytical & Decision Making Skills |  |  |  |
| Able to identify obvious errors/missions/expectations/variances. Adjust work activities to account for changes in priorities. Identifies key elements of information received.  | **✓** |  | IV/AT |
| Creativity/Initiative  |  |  |  |
| Has the ability to look at situations from different angels. Examines options before proposing solutions.  |  |  | IV/AT |
| Personal Effectiveness  |  |  |  |
| Able to complete tasks despite setbacks. Accepts responsibility for personal activities within agreed parameters. |  |  | IV/AT |
| Is willing to accept the view of others. Welcomes suggestions for improving standards and is able to suggest improvements. |  |  | IV/AT |
| Demonstrates a good understanding of and positive commitment to organisational objectives. Operates with integrity and total confidentiality |  |  | IV/AT |
| Teamwork and Leadership  |  |  |  |
| Able to alert other team members to issues of interest to them. Contributes to achieving the objectives of the team. |  |  | IV |
| Contributes to achieving the objectives of the team. Positively promotes co-operation and contributes to the efficiency of workflow. Contributes effectively irrespective of personal interest. |  |  | IV |

***\*Assessment method:***

AF = Assessed via application form

IV = Assessed via interview

AT = Assessed via test/work-related task

Cert = Certificate checked at interview