

Role Profile

Job Title:	Digital Learning Coordinator	Grade:	Spinal column point range: 9
Department:	Ealing Adult Learning	Post no.:	
Directorate:	Place	Location:	Perceval House

Role reports to:	Ealing Adult Learning Manager
Direct Reports:	
Indirect Reports:	EAL team and tutors, learners, employers and other stakeholders

This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the council and the requirements of the job.

JOB DESCRIPTION

PURPOSE OF ROLE:

- To maintain high standards of professional practice and to be responsible for the development of online learning through Google G 'Suite for Education' and other platforms by learners, tutors and the EAL team.
- To carry out proactive and ongoing research about current and future digital learning trends and inform the development of a Learn Ealing Digital Strategy led on by the Head of Service.
- To support learners and staff with the development of their digital skills so they can make timely and appropriate use of the learning platform, web conferencing facilities and digital tools made available.
- To set up and manage G-suite for education and Zoom for learners and staff.
- To be proactive in the promotion of Learn Ealing course offer to support the service's continuous growth.
- To comply with Ealing Adult Learning quality processes and procedures to ensure the delivery of outstanding teaching and learning.

KEY ACCOUNTABILITIES:

- Keep abreast of the latest developments in the use of digital technology in the classroom through attendance at external events, participating in peer groups,

visiting other training providers and desktop research.

- Inform the team about digital developments and suggest ways in which they can be used to improve learning and teaching across the curriculum and raise levels of achievement.
- Maintain the Google Education Suite for education platform and Zoom accounts as well as any new digital systems introduced. Ensure that users are kept informed about updates and developments of the platforms used.
- Create Google user accounts and provide learners and tutors with the support to access them.
- Support learners with the technical aspects of the BKSb during the initial assessment sessions.
- Act as a technical assistant to staff, as required, and provide them with support through trouble-shooting, providing tip sheets and simple video tutorials as well as delivering more formal training sessions and facilitating the sharing of good practice amongst tutors.
- Develop digital induction sessions and resources for learners and staff.
- Accompany managers and co-ordinators on learning walks to identify good practice and areas for development in the use of digital technologies in the classroom.
- Promote E-Safety across the service, ensuring that tutors and learners have a thorough understanding and comply with the E-Safety policy.
- Contribute to the annual self-assessment report in terms of uptake and effective usage of digital technologies online and in the classroom.
- Regularly provide tutor and learner usage reports to monitor the implementation of the digital platforms and advise the curriculum teams about possible training needs.
- Maintain accurate records of any digital equipment and organise the loan of equipment to learners and staff. Liaise with the IT department to ensure that all equipment remains in good working order and complies with GDPR.
- Support the Curriculum and Quality Managers with the technical know-how which will enable them to develop an imaginative and forward-looking digital curriculum designed to meet local and national priorities.
- Work with the curriculum teams to ensure that learner views are gathered regularly and in line with the quality cycle by planning and coordinating the implementation of learner and stakeholders' surveys, to find out about their experience with us and about new courses and/or other services they want Learn Ealing to offer.

- Prepare and coordinate the production of publicity material and developing new innovative ways to communicate the service's offer to existing and potential learners, for instance through social media.
- Work with the curriculum teams to plan the service's marketing programme and evaluating their success.

KEY PERFORMANCE INDICATORS:

- Meet personal objectives as agreed at appraisal.
- Learners achieve at their maximum potential and make excellent progress.
- The service delivers a high-quality digital and online provision meeting government and Ofsted standards for adult education.
- H&S is adhered to by all providers/venues.
- Contribute to the updating and development of the team by disseminating up to date and accurate information from attending meetings, events and training.
- Ensure the efficient operation of the service and in order to meet all of its stakeholders' needs. The post holder will be expected to work at any site across the borough including additional hours from time to time which may involve evening or weekend work.
- Leave requests to be submitted to your manager for authorization, during peak times leave will be awarded in exceptional circumstances only and in a case by case basis.
- Carry out all other duties commensurate with the role and the changing nature of adult learning and local government. Including covering colleagues' roles in times of need.

KEY RELATIONSHIPS (INTERNAL AND EXTERNAL):

- Adult Learning Staff
- Stakeholders and partners
- Tutors\Invigilators
- Learners
- Ofsted
- GLA/ESFA
- Partner Providers
- Awarding Bodies
- Internal/External Assessors / moderators

AUTHORITY LEVEL (PEOPLE, POLICY, FINANCIAL):

- People

Person Specification

Key criteria – applicants need only address points with * please give examples.

<p>ESSENTIAL KNOWLEDGE, SKILLS & ABILITIES:</p>
<p>ESSENTIAL EXPERIENCE:</p> <ol style="list-style-type: none"> 1. * A practical understanding how digital technologies can be best used to support the quality of teaching and learning. 2. * Ability to plan and identify opportunities for development of the service and promote innovation in delivery. 3. Experience of supporting adults who are digitally disadvantaged to engage in online learning. 4. * Minimum of two years 'teaching or training experience' 5. * Excellent ICT skills using a variety of ICT packages including MS Word, Excel and Outlook as well as Google Classroom, MS Teams and Zoom and a variety of learning-related web 2.0 applications. 6. Have some practical experience of managing quality improvement in an education context. 7. * Able to maintain accurate records and be able to manage outcomes, organising self and others to ensure that defined outcomes and goals are delivered effectively. 8. * Excellent verbal and written communication skills, including the ability to write accurate reports in plain English and present complex information easily in an understandable form, ability to be able to influence a wide range of stakeholders. 9. * Ability to cope with continuous and complex changes, to be flexible, with a 'can do' attitude and ability to manage a varied workload and balance priorities within the time frame available. 10. * Able to form effective and productive relationships. Ability to work with colleagues in a collaborative and team focused way to support cross-service activities and events. Ability to deliver outcomes in a busy, fast moving environment. 11. * Excellent customer service skills with an awareness of the needs of different kinds of learners whilst maintaining patience, positivity and understanding. Commitment to going the extra mile, with a high degree of personal responsibility and a high level of personal drive and energy. 12. Take responsibility for self-development and share knowledge and information. 13. Demonstrates a clear understanding of the purpose of own job and where it fits into the work of the team and service, understands the overall functions and wider aims of the Council and Corporate objectives. 14. * Understands Ealing's policies on Equality and Diversity together with practical ideas for their implementation in this post.
<p>ESSENTIAL QUALIFICATION (S):</p> <ol style="list-style-type: none"> 1. Degree or equivalent

2. Generic adult teaching/training qualification at Level 5 (e.g. DET/PGCE or equivalent), or a commitment to gain one within an agreed timescale depending on individual circumstances.
3. Five or more GCSEs, or equivalent Level 2 qualifications, including English & Maths at Grade C or above.

Values & Behaviours

Improving Lives for Residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> Is passionate about making Ealing a better place Can see and appreciate things from a resident point of view Understands what people want and need Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> Does what they say they'll do on time Is open and honest Treats all people fairly 	<ul style="list-style-type: none"> Ambitious and confident in leading partnerships Offers to share knowledge and ideas Challenges constructively and respectfully listens to feedback Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> Tries out ways to do things better, faster and for less cost Brings in ideas from outside to improve performance Takes calculated risks to improve outcomes Learns from mistakes and failures 	<ul style="list-style-type: none"> Encourages all stakeholders to participate in decision making Makes things happen Acts on feedback to improve performance Works to high standards