



## Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the postholder.

**Job title: Training Specialist – Emerging Technologies**

**Department/Division:** Digital Skills Lab

**Accountable to:** Learning Development Lead (Core Services)

### Job Summary

The postholder will work as part of a team of trainers, focussing on the integration of emerging technologies into the core training offer, preparing learners to be knowledgeable and effective users of digital tools in their studies and careers. The post will initially focus on generative AI, specifically Copilot. The role will require the postholder to:

- Work with Learning Development Leads and academic colleagues on the design and delivery of effective and engaging training opportunities that support and enhance students' academic courses and future employment prospects.
- Evaluate the use of generative AI in learning digital skills, specifically Microsoft 365 and coding.
- Establish good working relationships with internal and external stakeholders, supporting and contributing to efforts to integrate new technologies into teaching and learning.
- Maintain and update learning and training content related to emerging technologies.
- Line manage a team of part-time student staff.

Applicants must have excellent communication and networking skills and extensive experience in designing and delivering digital skills training. The successful candidate will demonstrate an enthusiasm for new technologies and have a track record of successfully evaluating and integrating these into work and projects.

A professional training or teaching qualification is desirable.

### Duties and Responsibilities

#### Teaching and Training

- Work with guidance from the Learning Development Leads to design or repurpose existing learning material for department, industry or discipline specific learning events, in line with the Digital Skills Lab ethos of promoting learner independence, ensuring solutions are scalable, sustainable, and can be delivered in a timely manner



- Deliver engaging and effective training workshops, explaining technology related concepts clearly and concisely to learners at different skill levels, and working with learners to find solutions to their learning objectives.
- Produce clear, concise, and user-friendly instructional materials to support taught courses as required or as arranged with the DSL team.
- Reuse and curate standard materials in service of departmental needs where possible, rather than undertaking new development or reworking of existing content
- Run online and in-person support sessions, consulting with the team as required, to ensure queries are resolved to the learner's satisfaction.

### **Service Delivery**

- Tailor teaching and support techniques to effectively meet the needs of diverse learners of varying skill levels, utilising both formal and informal feedback from learners.
- Ensure accurate records are kept on School systems for any learning intervention provided, promptly communicating about any issues with the Learning Development Leads or Programme Officer.
- Coordinating the delivery and logistic support of tailored and extra-curricular courses to ensure timely scheduling, staffing, and promotion.
- Identify and agree success metrics (time spent, financial cost, engagement, etc) with stakeholders and design mechanisms to measure them
- Proactively solicit and act upon stakeholder, learner, and team feedback in order to improve the quality of training delivered.
- Regularly participate in peer evaluation activities, ensuring team standards are met and providing constructive and actionable feedback to colleagues to improve the service delivered.

### **Teamwork**

- Working with the Learning Development Lead (Core Services) to recruit and line manage a team of part-time student staff.
- Provide mentoring support to more junior team members.
- Coordinate cover of workshops with other team members when needed.
- Provide cover for workshops, as and when required.
- Work unsupervised, delivering a service that meets the standards of the Digital Skills Lab, exercising sound judgement on referring feedback, comments, or issues to other team members or team management.
- Contribute knowledge and experience, and share feedback personally received, in termly meetings where service provision is evaluated and standards for the service are set and monitored.



## Planning and Organising Resources

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- Work independently towards agreed objectives and goals of the Digital Skills Lab training programme, delivering training and content that is high quality and appropriate to the learners' objectives by agreed deadlines.
- Manage own schedule and other commitments to ensure agreed workshops and support take place as agreed
- Actively contribute to strategic planning exercises for new or updated provisions, ensuring the Learning Development Leads are aware of any advancements or products within your field of expertise.
- Advise Learning Development Leads on resourcing requirements or future software requirements
- Work with Programme Officer and Learning Development Lead (Core Services) to ensure programme delivery remains within budgetary and resourcing forecasts.

## Analysis and Research

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- Utilise evaluation and management information to analyse the effectiveness, and identify and suggest improvements to the scheduling, content, and delivery of workshops.
- Proactively suggest improvements to the Digital Skills Lab offering, based on independent evaluation of offerings in other Higher Education Institutions, industry research, and your own readings or research.
- Stay current in your field of expertise, evaluating new tools, techniques, and software as they become available and make well-informed recommendations to the team based on this research.

## Communication

- Be polite and friendly to learners at all times, listen effectively to learner questions and respond appropriately.
- Actively offer assistance to learners during workshops, using questioning techniques to guide learners to the correct answer.
- Communicate clearly and regularly with all academic programme stakeholders, ensuring everyone is kept informed of progress, blockages, decisions made or changes agreed.
- Work with communications staff to ensure appropriate and effective communications about the service.
- Use suitable tools to measure against agreed success metrics, reporting to the wider team on effectiveness and success of initiatives
- Communicate with all Digital Skills Lab stakeholders clearly and concisely, using a range of tools to ensure respectful and appropriate communication within a hybrid



working environment

### **Liaison and networking**

- Liaise and collaborate with appropriate LSE divisions and departments.
- Actively promote the work of the Digital Skills Lab in appropriate internal and external networks.
- Seek to create links and collaboration opportunities between the Digital Skills Lab and appropriate colleagues in other departments, institutions, or industry.

### **Decision making**

- Take full responsibility for ensuring workshops and support provided meet the agreed learning objectives of all learners and meet the standards for learner engagement and satisfaction as set by the wider Digital Skills Lab team.
- Independently advise staff and students on appropriate additional learning opportunities, resources, techniques, and internal or externally provided courses and projects, in support of their stated learning objectives.
- Work with the Learning Development Leads to agree on additional and new provision that is required, ensuring appropriate consideration is given to budgetary and resourcing constraints.

### **Initiative and problem solving**

- Demonstrate the ability to learn new skills and find solutions to problems independently.
- Work in collaboration with students, staff, and external partners to understand emerging requirements and develop appropriate learning solutions for the LSE community, taking full ownership of any issues that arise and ensuring they are appropriately resolved or referred.
- Suggest improvements to the Digital Skills Lab support and learning offering to ensure it remains effective and reflects best practice.

### **Flexibility**

To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the exigencies of service. Job roles may also naturally develop over time and ongoing substantial changes to a role will be discussed between line managers and their staff, with job descriptions updated as and when appropriate.

### **Equity, Diversity and Inclusion (EDI)**

LSE is committed to building a diverse, equitable and truly inclusive university. All posts (and post holders) will seek to ensure diversity and inclusion, while opposing all forms of unlawful and unfair discrimination on the grounds of age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, nationality, ethnic or national origin, religion or belief, sex and sexual orientation, or social and economic background.



### **Ethics Code**

Posts (and post holders) are assumed to have a responsibility to act in accordance with the School's Ethics Code and to promote the principles and values that the Code enshrines. The Ethics Code clearly states that the whole LSE community, including all staff, students, and governors of LSE, are expected to act in accordance with the principles which are set out in the Code. As such you are required to read and familiarise yourself with it. The School's Effective Behaviours Framework is designed to support this Code. It sets out examples for the six behaviours that all staff are expected to demonstrate, these can be found [here](#).

### **Environmental Sustainability**

The post holder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy.