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 Service Lead – Partnerships

Job Summary

The postholder will work as part of a team of training specialists, focusing on the integration of emerging technologies across the Digital Skills Lab (DSL) services, with a particular emphasis on generative AI. The role will initially centre on supporting staff and students to become knowledgeable and effective users of generative AI tools, specifically Microsoft 365 Copilot and Claude, while also contributing to the team's broader digital skills offer across Microsoft 365 and coding.

The role will require the postholder to:

- Work with Learning Development Service Leads and academic colleagues on the design and delivery of effective and engaging training that supports students' academic courses and future employment prospects, with a focus on generative AI applications.
- Evaluate and support the effective use of generative AI and other emerging technologies in learning, digital skills development, and professional practice, including Microsoft 365 and coding tools.
- Establish strong working relationships with internal and external stakeholders, contributing to efforts to integrate generative AI and new technologies into teaching, learning, and professional practice.
- Maintain and update learning and training content related to generative AI and emerging technologies, ensuring materials remain accurate and relevant as the landscape evolves.
- Manage the full lifecycle of training events, from planning through to execution, with support from colleagues as appropriate.

Applicants must have excellent communication and networking skills and extensive experience designing and delivering digital skills training, including experience with generative AI tools. The successful candidate will demonstrate proficiency in at least one other data analysis tool (Excel, Power BI, Python, or R), an enthusiasm for emerging technologies, and a track record of successfully evaluating and integrating these into work and projects.

Duties and Responsibilities

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Teaching and Training

- Work with the Learning Development Service Leads, academic partners and external colleagues 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 outcomes..
- Provide specialist advice and consultancy to academic departments and other stakeholders on the effective adoption and implementation of emerging technologies in learning, and professional practice.
- 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.

Liaison, networking and partnership development

- Proactively engage with academic departments, external organisations and industry partners to explore opportunities for collaboration to support digital skills development and effective adoption of emerging technologies for LSE students and other stakeholder groups.
- Work with the Learning Development Service Lead – Partnerships on a partnership development plan to identify and prioritise opportunities to explore and maintain collaborations
- Actively promote the work of the Digital Skills Lab in appropriate internal and external networks.

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 Service Leads or Programme Officer.
- Coordinating the delivery and logistic support of tailored and extra-curricular courses to ensure timely scheduling, staffing, and promotion.
- Assess the impact of learning interventions by identifying and agreeing success metrics (time spent, financial cost, engagement, etc) with stakeholders and design mechanisms to measure them

Commented [MW1]: As this will become a more central aspect of the partnerships work, we might want to move this further up to stress the importance of it.

Commented [MN2R1]: I have updated this as per your request.

- 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 Service Lead – Partnerships 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

- 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' outcomes 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 Service Leads are aware of any advancements or products within your field of expertise.
- Advise Learning Development Service 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

- 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, particularly developments in AI related to data analysis, productivity and academic work, 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.

Decision making

- Take full responsibility for ensuring workshops and support provided meet the agreed learning outcomes 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 outcomes.
- Work with the Learning Development Service 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 appropriate 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

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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.