

**PERSON SPECIFICATION**  
**Digital Learning Facilitator**

**Vacancy Ref: 0252-24**

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| **Criteria** | **Essential/ Desirable** | **How it will be assessed** |
| **Qualifications** | | |
| Educated to degree level or equivalent qualification or work experience in a relevant area **(e.g., PG Cert in Learning Technologies)** | Essential | Application form |
| **Knowledge and experience** | | |
| Experience of providing excellent customer service whilst working in a technical service environment | Desirable | Supporting statement |
| Experience of producing documentation for services which may include minute taking | Desirable | Supporting statement |
| Experience of developing and delivering training resources in an educational context | Desirable | Supporting statement |
| **Skills and Abilities** | | |
| Able to solve routine problems and escalate problems beyond their scope | Essential | Interview |
| Works efficiently and diligently to do an excellent job | Essential | Supporting statement / Interview |
| Keeps manager informed of progress whilst working independently. Is able to adapt to changing direction and strategy | Essential | Interview |
| Provides high quality thinking to idea development and challenge standard approaches | Essential | Interview |
| Motivates others to find new ways of using technology, nurturing good creative ideas in self and others | Essential | Interview |
| Able to make a positive contribution to resolving work related conflicts | Essential | Interview |
| Initiates contact and builds good, long-standing working relations | Essential | Interview |
| Enthusiastic about the team and its work, willing to help other team members | Essential | Interview / References |
| Can accurately differentiate problems from symptoms, able to identify what needs to be done now to accomplish long term goals | Essential | Interview |
| Explains information in a way that is easy to understand and appropriate for the audience | Essential | Application form / Interview |

• Application Form – Normally used to evaluate factual evidence eg award of a PhD. Will be “scored” as part of the shortlisting process.

• Supporting Statements - applicants are asked to provide a statement to demonstrate how they meet the criteria. The response will be “scored” as part of the shortlisting process.

• Interview – assessed during the interview process by either competency based interview questions, tests, presentation etc.