JOB DESCRIPTION
Training Assistant (Digital Skills), **Information Systems Services**
Vacancy Ref: N2015

Job Title: Training Assistant (Digital Skills)	**Present Grade:** 5

Department/College: Information Systems Services (ISS)

Directly responsible to: Digital Fluency Manager

Supervisory responsibility for: N/A

Other contacts

Internal: Members of the Digital Skills Training team and colleagues in ISS support roles; members of staff across the University involved in the delivery of training and support (OED, Registry etc.); staff in Catering and Finance who provide services to IT support, staff and students.

External: External bodies including Jisc, UCISA, potential course delegates from other institutions and other external training providers.

Major Duties:

1. To provide an approachable, professional first line of support for Digital Skills Training customers, taking responsibility for enquiries, course bookings, feedback, dealing with support requests in the helpcentre and providing advice regarding training needs and course content.
2. To administer short courses/training sessions/guest lectures/projects etc. including:
    - Scheduling sessions, timetabling and booking external trainers as required
    - Advertising, web page management, eNewsletter mailshots etc.
    - Associated finances, including ordering, invoicing, and online payments
    - Administration of completed training records
    - Organising meetings and minute taking for meetings as required
3. To develop, review and maintain resources, including:
    - Answers knowledgebase
    - Online courses
    - Video guides
    - Printed resource e.g. leaflets, course guides
4. To develop and deliver introductory level training courses or workshops.
5. To provide support to users to improve ability and confidence in digital skills e.g. through 1:1s, small group tutorials, drop-ins.
6. To assist in large or advanced level IT workshops
7. To maintain, monitor and report on training records:
    - Financial records
    - Student and staff development attendance and assessment
    - Regular reports on activities, feedback and training services
8. To provide ad hoc backup and occasional administrative support in other areas of ISS, including reception.
9. To maintain high levels of professional conduct, including but not limited to:
    - Co-operative engagement in tasks set;
    - The exercising of initiative to suggest through line managers, improvements to the service provided
    - Clear and professional styles of communication at all times
10. Such duties appropriate to the grade, that may arise through evolution, growth or restructuring and as may be directed by the Director of Information Systems Services or nominated representative.