

JOB DESCRIPTION
Digital Skills Graduate Intern
Vacancy Ref: N2353

Job Title: Digital Skills Graduate Intern	Present Grade: 3S
Department/College: Information Systems Services	
Directly responsible to: Digital Skills Developer (Lydia Fazakerley)	
Supervisory responsibility for: NA	
Other contacts Internal: The post-holder is required to offer a range of digital skills development and support to staff and students at Lancaster University. They will work as a part of the Digital Skills Training team within ISS but may also interact with: <ul style="list-style-type: none"> • Students from various departments • Other ISS teams • eLearning team & faculty leads • Library staff • Staff supporting the use of Digital Services in faculties and across Professional Services External: Occasional contact with visitors and with prospective students and their parents on University Open Days	
Major Duties: <ol style="list-style-type: none"> 1. Contribute to the development of online training courses & videos in a range of digital-related topics 2. Help with the maintenance of the IT knowledge base, including working with other teams on writing new articles as well as reviewing and updating existing articles 3. Run short information sessions for students & staff, supporting them with the development of their digital capabilities 4. Provide occasional 1:1 support both in person and via electronic support tools to students & staff 5. Assist Digital Skills Developers in certain training sessions by supporting individual learners 6. Identify requirements for potential new sessions and work with the team to develop appropriate resources 7. Help to develop and test materials and resources to support the implementation of new digital services 8. Contribute to the training administration within the team, including monitoring training attendance and developing digital skills marketing materials 9. Undertake training and personal development to further develop your digital skills and your knowledge of IT services at Lancaster 10. Engage with the Careers Service as necessary to develop your career plans 11. Work as part of other teams both inside and outside of ISS to develop your experience of a range of working environments 12. You may occasionally be required to work outside normal working hours (in the evenings or at weekends) 	