

JOB DESCRIPTION

Vacancy Reference:	51777
Job Title:	Digital Skills Officer
Institute / Department:	Digital and Information Services
Grade / Salary:	Grade 5 / £31,236 - £34,610 per annum
Hours / FTE:	Full time
Contract type:	Permanent
Location:	London or Birmingham but with the expectation to travel between both at times.
Reporting to:	Digital Skills Specialist

MAIN PURPOSE OF JOB

The University of Wales Trinity Saint David (UWTSD) is committed to supporting its students and staff in enhancing their digital capabilities and skills in line with the UWTSD Digital Strategy, and wider strategic priorities.

The post-holder will contribute to the development, planning and delivery of a range of digital capabilities and skills support services designed to meet the needs of university staff and students. This role will require close collaboration and liaison with members of the Digital Services team, as well as liaise with academic and professional services colleagues across the university.

The post requires excellent interpersonal and team working skills, and the ability to liaise with colleagues and work collaboratively across the institution. The role will work closely with frontline digital support services to help identify common skills-related issues and inform the development of proactive digital skills support and resources.

Evidence of a commitment to and knowledge of contemporary digital developments in teaching and learning is essential as is the ability to work strategically to deliver services aligned with the University's objectives and values.

MAIN DUTIES

- Work closely with a range of colleagues across the Digital Services directorate, to provide a holistic approach to digital capabilities and skills development across the University for students and staff.
- Work collaboratively with frontline digital support teams to understand trends in user enquiries and identify opportunities to address recurring issues through targeted digital skills development, guidance and training.
- Plan, deliver and evaluate teaching activities for students and staff, both online and face to face, taking into account good current practice in pedagogical theory and the differing needs of the University community.
- Act as a first point of contact within the institution for specialist support in developing digital capabilities, taking ownership of support for allocated groups of staff and/or students to support the ongoing development of skills delivery, support innovation and identify and share good practice.

- Work with the Skills Development Manager and the Digital Skills Lead to advocate for and create opportunities for the appropriate auditing of digital skills levels and embedding of digital skills within the curriculum and/or HR processes and work with a variety of colleagues as needed.
- As part of the wider Skills Development team, take responsibility for developing areas of our online skills modules.
- Work closely with colleagues supporting academic and information skills to ensure a joined up and holistic approach to skills delivery.
- Manage own time and workloads efficiently and consistently meet deadlines, demonstrating an ability to respond effectively to the unexpected. Demonstrate clear thinking and utilise available information to make decisions in own work area, taking account of the associated risks and impact
- Represent the Unit on relevant committees internally and externally, project a positive, professional image and demonstrate the ability to understand the views of others in order to influence and negotiate effectively to achieve agreed outcomes, manage expectations and take a positive, but pragmatic approach.
- To undertake continuous professional development both internally and externally to the Library and University. To maintain awareness of developments in the wider HE and Library environments. To develop new skills and exploit new tools in order to work imaginatively to improve library services.
- Support the collation of data on team activities, actively seek feedback and contribute to the effective monitoring of service quality and benchmarking of services.

GENERAL DUTIES

- Fulfil all relevant Health and Safety responsibilities
- Adhere to all relevant University policies and procedures
- Adapt to change and have an ability to acquire new and relevant skills and knowledge by taking appropriate responsibility for own personal and professional development
- Support and promote the University's sustainability commitment and carry out duties in an ethical and responsible manner

NB This Job Description currently applies but duties may be allocated from time to time, which are appropriate to the grade and post and which are not of a substantial ongoing nature to affect the grading of the post.

PERSON SPECIFICATION

The Person Specification focuses on the qualifications, experience, knowledge, skills and competencies required to undertake the role effectively. **You will need to evidence how you meet these requirements in your application, providing explicit examples.**

	Essential	Desirable
Qualifications	1) A degree or equivalent work-related experience. 2) Professional qualification in relevant subject or evidence of equivalent experience	12) Teaching qualification or evidence of substantial equivalent experience of developing and delivering training appropriate for a range of skills and abilities. 13) Membership of an appropriate professional body, e.g. HEA
Experience, Knowledge, Skills and Competencies	3) An understanding of and experience in developing digital capabilities or related areas in others. 4) Recent experience of developing training materials that are appropriate for a range of skills and abilities 5) Evidence of a commitment to and knowledge of contemporary digital tools and developments or willingness to develop this. 6) Recent experience of digital learning design or delivery 7) Ability to break down complex issues and explain them to others, and to see the bigger picture. 8) Experience of effective team working and a proven ability and willingness to foster positive, co-operative working relationships to achieve goals 9) Strong digital literacy, including confident use of standard office software and online tools and the ability to learn and adapt to new digital systems independently. 10) Experience of working with a range of diverse learners 11) Evidence of a growth mindset in relation to professional development.	14) Experience of working in the HE or FE environment