

**Job Description**

**Digital Learning Facilitator**

# Job Title: Digital Learning Facilitator

 Fixed term posts until 27th March 2026

Section: Digital Learning Services

Grade: Scale 4

Hours: 36 hours per week, 39 weeks per year

Reporting to: Learning Technology Manager

Base: 1 post based at Harrow Weald, 1 post based at Hayes

**MAIN SCOPE OF POST:**

Working within an immersive room on campus to enable immersive learning experiences by supporting and enhancing lessons in the college's state-of-the-art immersive rooms, ensuring seamless technical setup and troubleshooting. Responsibilities include ensuring seamless technical setup, managing troubleshooting issues, maintaining performance, and actively engaging in lesson facilitation, directly impacting the effectiveness of classes, student engagement, and the success of immersive learning initiatives.

**DUTIES:**

1. Working as in the Immersive Room to support teachers with the use of learning technology in the classroom
2. Facilitate timetabled immersive lessons, contributing to the teaching and learning experience
3. Provide technical troubleshooting to resolve issues quickly and safeguard user experience.
4. Maintain and manage immersive environment standards, instilling best practices for users.
5. Ensure immersive environment spaces remain clean and tidy, addressing any estates-related needs proactively.
6. Collaborate with ClassView to maintain and manage immersive environment software updates.
7. Oversee the performance of immersive environment hardware, addressing any end-of-life or underperforming technical needs.
8. Track user and technical feedback to improve user experience.
9. Work collaboratively with the other Digital Learning Facilitators to ensure consistent, high-quality support.
10. Work collaboratively with then Learning Technologists feeding back any requests for immersive software
11. Work flexibly to meet the needs of the room, with some evening working to facilitate evening classes
12. Stay updated on developments in immersive and digital learning through research and network participation, engaging in upskilling opportunities via ClassView.
13. Assist with introducing and implementing technology-supported learning through workshops or project work as needed.
14. Project work supporting the Digital Agenda to support content creation

**College Life**

1. Actively participate in College projects
2. Take an active part in the appraisal and mentoring processes
3. Comply with the College’s Safeguarding and Health and Safety Policy and its implementation
4. Comply with and actively promote the College’s Equality and Diversity Policy
5. Participate in and contribute to the College’s in-service staff development and training activities
6. Be prepared to work flexibly to meet the needs of the team.
7. Carry out all other duties as may be reasonably required by the Learning Technology Manager.

**Safeguarding Children and Vulnerable Adults:**

* Understand and comply with Safeguarding legislation and ensure that best practice is embedded in all working practices as required.
* Commitment to Safeguarding and promoting the welfare of children and vulnerable adults, ensuring that this commitment is demonstrated in all aspects of the role as appropriate.

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| **Further Education is an ever changing service and all staff are expected to participate constructively in College activities and to adopt a flexible approach to their work. This job description will be reviewed annually during the appraisal process and will be varied in the light of the business needs of the College.** |

**Digital Learning Facilitator**

###### Person Specification

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| --- | --- | --- | --- |
|  | Essential | Desirable | How assessed?\* |
| Qualifications |  |  |  |
| Level 3 qualification in Computing or Digital  |  | **✓** | Cert/AF |
| Good standard of general education (GCSE level or equivalent) | **✓** |  | Cert/AF |
| Knowledge | **✓** |  |  |
| Knowledge of emerging technologies such as VR Headsets and software | **✓** |  | AF/IV |
| Knowledge of collaborative technologies to support best practice | **✓** |  | AF/IV |
| Knowledge of standard digital learning platforms | **✓** |  | AF/IV |
| Skills and Experience | **✓** |  |  |
| Experience of working in a customer-focused environment and excellent customer service skills | **✓** |  | AF/IV |
| Good interpersonal and communication skills | **✓** |  | AF/IV |
| Good organisational skills | **✓** |  | AF/IV |
| Experience supporting elements of a blended learning curriculum |  | **✓** | AF/IV |
| Experience of working in an educational environment | **✓** |  | AF/IV |
| Ability to create/design engaging digital materials |  | **✓** | AF/IV |
| Ability to work under pressure and prioritise workload | **✓** |  | AF/IV |
| Enthusiasm for supporting learners with digital learning technology | **✓** |  | AF/IV |
| Ability to use own initiative and work flexibly | **✓** |  | AF/IV |
| Ability to work as part of a team | **✓** |  | IV/AF |
| Ability to support students in a classroom environment | **✓** |  | AF/T |
| A commitment to Equality and Diversity | **✓** |  | AF/IV |
| Understanding of Safeguarding in an education environment | **✓** |  | AF/IV |
| Commitment to own professional development | **✓** |  | AF/IV |
| Ability and willingness to work flexibly including occasional evenings where necessary | **✓** |  | AF/IV |

Evidence of criteria will be established from:

 T = Test at interview stage

AF = Application Form

Cert = Certificate

IV = Interview