JOB DESCRIPTION

Job Title:	Technology Apprentice (e-Learning)
Department:	Technology Team
Contract:	Fixed term contract (15 months)
Salary:	£12,500 p.a. increasing to National Living Wage after 12 months in post.
Apprenticeship details:	The successful candidate will be supported to achieve a L2 Customer Service Practitioner apprenticeship.
Report To:	Senior e=Learning Developer
Job Purpose:	As first point of contact, provide a first class service and support for e-learning to both staff and students working within the University and remotely. Respond to e-learning queries and identify suitable solutions quickly and accurately.
Main Duties & Responsibilities:	1. Act as first point of contact for e-learning technology queries, while providing a first class customer service to staff and students. 2. Provide first line support by answering and accurately logging e-learning requests/queries received via phone or email. 3. Assist e-learning colleagues to monitor and maintain a high level of customer service and ensure all email and phone enquiries are dealt with promptly and efficiently. 4. Proactively update users with status and resolution issues. 5. Provide high quality e-learning support across the University. 6. Assist the e-learning team to maintain and update the VLE. 7. Develop end user surveys and produce reports and statistics to identify skills gaps, trends and new areas of development. 8. Develop and maintain knowledge and skills. 9. Work with all areas of the Technology Team to develop a good understanding of the roles and responsibilities of IT Support, Technical Services, e-learning, Audio Visual and Web Development.

	10. Successfully engage in apprenticeship and gain level 2 qualification.
	11. To ensure practice is in line with the requirements of the General Data Protection Regulations.
	12. To commit to upholding the principles of Safeguarding and the PREVENT agenda.
	13. Any other duties commensurate with the nature and grade of the post.

PERSON SPECIFICATION

Post:	Technology Apprentice (e-learning)

Experience:

1	Experience of working independently in a professional setting.
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Skills & Abilities:

6	Excellent communication skills, both written and verbal.
7	Good organisation skills, high attention to detail and ability to problem solve.
8	Strong IT skills with a good understanding of IT systems (familiarity of a VLE is preferred).
9	Self-motivated with a positive and hardworking attitude.
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Education & Qualifications:

11	GCSEs at grade 4/C or above to include Maths, English and IT.
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Training & Professional Development:

16	Willingness to engage fully with apprenticeship programme and any other training deemed necessary to the role.
17	Willingness to keep abreast of developments in the field of e-learning.
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Other:

21	Flexible approach to work in line with the needs of the service.
22	Working knowledge of Office and cloud-based solutions (preferred).
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