



Role Specification

Position:	Digital Skills Specialist
Reports to:	Centre Manager
Key Relationships:	Directors & ETF Group Staff DWP, Jobcentre Plus, Referral and Support Agencies, Colleges, Local Community Businesses and Organisations
Annual Leave:	28 days inclusive of statutory bank holidays
Place of Work:	Newton Abbot/Torbay/Exeter/Plymouth - also required to work at other sites <i>(Must have a valid driving licence, car available, business use insurance for any business-related travel)</i>
Contract:	Adult Skills – digital skills
Salary Band:	£22,220 to £26,260
Hours:	37.5 per week and may include work during evenings, weekends and bank holidays

This role is subject to an enhanced DBS check with a 6-month probationary period.

Overview:

Eat That Frog (ETF) is a community interest company launched in 2011 with delivery centres in Torquay, Paignton, Newton Abbot and Plymouth. Our mission is to enable people to unlock or recognise their potential to contribute to the local community whilst overcoming or managing barriers in their life. Community is at the heart of everything we do, supporting people living in areas of multiple deprivation.

We are currently looking for a digital skills specialist to deliver digital skills learning programmes across Devon. As a specialist you will plan and deliver learning programmes to small groups of adults virtually and face to face to enable them to build their confidence and develop their knowledge and skills in using digital media, digital marketing, animation, website and games design.

Key Objectives:

Objective	Measured by
• Engage and retain learners aged 19+	<i>Attendance data, retention data</i>
• Demonstrate high quality teaching and learning	<i>Observation of teaching, learning and assessment</i>
• Design and deliver digital skills learning programmes	<i>Inclusion with Work and community projects</i>
• Build learner confidence and self esteem	<i>Feedback, distance travelled</i>

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• Support Employer’s recruitment needs	<i>Inclusion with Work and community projects</i>
• Support learners to progress to further learning and work	<i>Achievement, destination data</i>
• Demonstrate high quality work	<i>Audit, Accuracy, timeliness, awarding organisations</i>
• Demonstrate positive interpersonal relationships	<i>Behaviours, feedback</i>
• Ensure a safe and healthy environment	<i>Risk assessment, Safeguarding/Prevent records</i>
• Achieve a positive fun and interesting learning environment	<i>Learner voice, feedback</i>

Responsibilities:

- Provide careers and employability support and information, advice and guidance to learners
- Identify the learning needs of participants and define appropriate learning styles to support their success and inform their Individual Learning Plan
- Deliver high quality differentiated learning that meets learner needs and maximises achievement rates
- Support learners with employability skills including CV writing, job searches and preparation for interviews
- Undertake mentoring and coaching to enable learners to progress and achieve their personal and career goals and achievement of qualifications
- Support, develop and evaluate the design of new teaching and learning resources to meet learner and curriculum needs
- Mark and assess learner results, provide support and feedback to learners
- Evaluate delivery and meet requirements of funding/quality bodies (Ofsted, Matrix)
- Working with employers as appropriate to meet their recruitment and training needs
- Maintaining sound relationships with partner community organisations
- Support ETF marketing and promote services to prospective learners and stakeholders
- Supporting the Internal Quality Assurance (IQA) across all delivery programmes
- Compliance with audit and awarding body regulations and standards
- Plan workload and update calendar in a timely fashion
- Participate in team meetings and standardisation meetings
- Undertake appropriate learning and development activities as required for the role and maintain a record of all CPD
- Ensure all work is undertaken in accordance with health and safety rules and policies, generating and reviewing risk assessments

General

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- Comply with all Company Policies and legal requirements with special reference to Health and Safety; Data Protection, Safeguarding, Prevent and the promotion of Equal Opportunities at all times
- Travel as required for business to support other ETF establishments, community-based delivery and to meet wider business needs
- Maintain and promote workplace as a clean and healthy environment

Safeguarding

ETF is committed to safeguarding and promoting the welfare of learners, including children and young people, and expects all staff and volunteers to share this commitment.

Person Specification	Essential	Desirable
Qualifications		
Assessors Award or equivalent (or willing to undertake)	✓	
Award in education and training Level 3 or equivalent (or willing to undertake)	✓	
IAG Level 4/counselling diploma or similar		✓
Level 2 in Maths and English or GCSE (grade c) or equivalent	✓	
First Aid at Work		✓
Skills & Experience		
Experience in delivery of IAG		✓
Experience in delivery of qualifications	✓	
Experience in delivery of employability skills		✓
Experience in delivery of virtual learning programmes	✓	
Experience in delivery of animation, website design and social media skills	✓	
Experience of working to company policies	✓	
Experience of supporting Maths & English	✓	
Ability to maintain accurate records and administration	✓	
Excellent presentation and communication skills	✓	
Excellent time management	✓	
Excellent ICT skills, particularly MS Office	✓	
Ability to travel for work as required	✓	
Ability to inspire and motivate people	✓	
Ability to meet legal requirements of the role (H&S, Safeguarding, etc)	✓	
Personal & Work related attributes		
Creative/Imaginative thinker	✓	
Demonstrate positive behaviours at all times	✓	
Demonstrate flexibility and enthusiasm at all times	✓	
Demonstrate a good level of spoken English	✓	
Work calmly under pressure	✓	
“Can-do” self motivated attitude	✓	
Work under own initiative and able to take instruction	✓	

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Work flexibly to fulfil the role requirements	✓	
Committed to equality of opportunity	✓	