THE **LONDON SCHOOL**
OF **ECONOMICS** AND
POLITICAL SCIENCE ■

Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the postholder.

Job title: Digital Skills Trainer – Data Science

Department/Division: Digital Skills Lab

Accountable to: Learning Developer (Data Science Tools)

Job Summary

The post holder will work as part of a team of trainers to deliver effective and engaging technical training to LSE students and staff, both online and in person. Workshops will be delivered online via Zoom and in person training will resume on campus in accordance with government guidelines. Workshops will last between 1 to 3 hours and will have up to 12 participants. Trainers will be expected to work between 5 to 10 hours per week.

Applicants must have excellent communication skills and previous experience in delivering training in either Python, R, SPSS, Stata or NVivo. A professional training or teaching qualification is desirable.

Successful candidates must reside in the UK and will be expected to attend an induction session with the Digital Skills Lab team in order to understand the expectations of the role.

Duties and Responsibilities

Teaching and Training

- Deliver training content designed by the Digital Skills Lab, explaining technology related concepts clearly and concisely to learners at different skill levels, and working with learners to find solutions to their learning objectives

- Produce clear, concise, and user-friendly instructional materials to support taught courses as required or as arranged with the DSL team.

- Run online and in-person support sessions, consulting with the team as required, to ensure queries are resolved to the learner's satisfaction

- Work with Learning Developers to design or repurpose learning material as required, in line with the Digital Skills Lab ethos of promoting learner independence.

- Pilot and deliver newly designed or repurposed learning materials, with support from the Learning Developers.

Service Delivery

- Tailor teaching and support techniques to effectively meet the needs of diverse learners of varying skill levels, utilising both formal and informal feedback from learners.
- Ensure accurate records are kept on School systems for any learning intervention provided, promptly communicating about any issues with the Programme Manager or Team Administrator.
- Proactively solicit and act upon learner and team feedback in order to improve the quality of training delivered.
- Contribute knowledge and experience, and share feedback personally received, to termly meetings where service provision is evaluated and standards for the service are set and monitored
- Regularly participate in peer evaluation activities, ensuring team standards are met and providing constructive and actionable feedback to colleagues to improve the service delivered.

Teamwork

- Respond promptly and professionally to DSL team members in matters related to availability for work, via email, phone, or in person.
- Coordinate cover of workshops with other team members when needed.
- Refer issues to the team as appropriate and when required.
- Work unsupervised, delivering a service that meets the standards of the Digital Skills Lab, exercising sound judgement on referring feedback, comments, or issues to other team members or team management.

Planning and Organising Resources

- Work independently towards agreed objectives and goals of the Digital Skills Lab training programme, delivering training and content that is high quality and appropriate to the learners' objectives by agreed deadlines
- Manage own schedule and other commitments to ensure agreed workshops and support take place as agreed.
- Actively contribute strategic planning exercises for new or updated provision, ensuring the Learning Developers are aware of any advancements or products within your field of expertise

Analysis and Research

- Proactively suggest improvements to the Digital Skills Lab offering, based on independent evaluation of offerings in other Higher Education Institutions, industry research, and your own readings or research.

- Utilise evaluation and management information provided by the Programme Manager to analyse the effectiveness, and identify and suggest improvements to the content you are delivering

- Stay current in your field of expertise, evaluating new tools, techniques and software as they become available and make well-informed recommendations to the team on the basis of this research.

Communication

- Listen effectively to learner questions and respond appropriately.

- Communicate with all Digital Skills Lab stakeholders clearly and concisely

- Be polite and friendly to learners at all times.

- Actively offer assistance to learners during workshops.

- Use questioning techniques to guide learners to the correct answer.

- Inform the Administrator of any changes to availability and any arrangements made for covering courses as soon as is practicably possible.

- Inform the Administrator of any problems encountered with the Digital Skills Lab Programme.

Liaison and networking

- Actively promote the work of the Digital Skills Lab in appropriate internal and external networks

- Seek to create links and collaboration opportunities between the Digital Skills Lab and appropriate colleagues in other institutions or industry

Decision making

- Take full responsibility for ensuring workshops and support provided meet the agreed learning objectives of all learners, and meet the standards for learner engagement and satisfaction as set by the wider Digital Skills Lab team.

- Independently advise staff and students on appropriate additional learning opportunities, resources, techniques, and internal or externally provided courses and projects, in support of their stated learning objectives.

- Work with the Learning Developer to agree on additional and new provision that is required, ensuring appropriate consideration is given to budgetary and resourcing constraints.

Initiative and problem solving

- Demonstrate the ability to learn new skills and find solutions to problems independently.

- Work in collaboration with students and staff to understand and find solutions to their software and appropriate methodological queries, taking full ownership of any issues that arise and ensuring they are appropriate resolved or referred.

- Suggest improvements to the Digital Skills Lab support and learning offering to ensure it remains effective and reflects best practice.

Flexibility

To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the exigencies of service. Job roles may also naturally develop over time and ongoing substantial changes to a role will be discussed between line managers and their staff, with job descriptions updated as and when appropriate.

Equity, Diversity and Inclusion (EDI)

LSE is committed to building a diverse, equitable and truly inclusive university. All posts (and post holders) will seek to ensure diversity and inclusion, while opposing all forms of unlawful and unfair discrimination on the grounds of age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, nationality, ethnic or national origin, religion or belief, sex and sexual orientation, or social and economic background.

Ethics Code

Posts (and post holders) are assumed to have a responsibility to act in accordance with the School's Ethics Code and to promote the principles and values that the Code enshrines. The Ethics Code clearly states that the whole LSE community, including all staff, students, and governors of LSE, are expected to act in accordance with the principles which are set out in the Code. As such you are required to read and familiarise yourself with it. The School's Effective Behaviours Framework is designed to support this Code. It sets out examples for the six behaviours that all staff are expected to demonstrate, these can be found here.

Environmental Sustainability

The post holder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy.