

## Job Description

This form summarises the purpose of the job and lists its key tasks. It may be varied from time to time at the discretion of the School, in consultation with the post holder.

Appointments will be made based on your application and interview.

**Job title:** Digital Skills Tutor

**Ref No:** DSL Tutor 26/27

**Department:** Digital Skills Lab, Student Learning and Personal Development Division

**Accountable to:** Learning Development Service Lead for Core Programmes

### Job Summary

Working as part of a team, the post holder will deliver digital skills training courses, assist with welcome and marketing events, be involved with curriculum related work, and support drop-in sessions, for students at LSE. Courses are conducted as supervised practical workshops, in person in which Tutors aid learners and answer questions while participants work through task-based projects.

Applicants must have excellent communication skills and previous experience in teaching or tutoring is essential. Experience with one of Excel, Power Bi, R, Python, or Stata is essential; experience with LaTeX, Word, PowerPoint, NVivo, or SPSS is desirable. Applicants with strong teaching or tutoring skills who lack prior in-depth technical knowledge are still encouraged to apply, as we will provide all successful candidates with technical training prior to starting work.

Please note that hours of work will need to be flexible and may include some evening and weekend work.

### Specific Responsibilities of the role:

#### Teaching and Training

1. To facilitate digital skills practical training sessions and drop-ins, for students at LSE.
2. To help learners resolve problems they encounter while working through training tasks.
3. To explain clearly and concisely technology related concepts to learners at different skill levels.
4. To work with learners to find solutions to their digital skills learning objectives.

### **Knowledge and Experience**

1. To have experience in teaching, tutoring, or coaching.
2. Experience with either Excel, Power Bi, R, Python, or Stata
3. To be familiar with the skills development opportunities provided by the Digital Skills Lab, LSE LIFE, Learning Lab, LSE Careers, and services offered by Digital Technology Services.

### **Teamwork**

1. To work alone, or in teams of two or more when facilitating courses.
2. To coordinate cover of courses with other team members when needed.
3. To appropriately refer issues to the rest of the Digital Skills Lab team, when required.

### **Communication**

1. To listen effectively to learners' questions.
2. To communicate clearly and concisely with learners.
3. To be polite and friendly to learners and colleagues at all times.
4. To actively offer support to learners during courses.
5. To use questioning techniques to guide learners to the correct answer.
6. To inform the Digital Skills Lab Operations team and Learning Development Service Lead for Core Programmes of any changes to availability and of any arrangements made for covering courses.
7. To inform the Digital Skills Lab Learning Development Service Lead for Core Programmes of any problems encountered with the Digital Skills Lab programme.

### **Initiative and Problem Solving**

1. To demonstrate an ability to learn other digital skills and find solutions to problems independently, with a commitment to learning a new digital skill in order to teach it.
2. To actively participate in feedback sessions regarding improvements and/or developments to the relevant Digital Skills Lab programmes.

### **Flexibility**

1. To carry out relevant duties, as may be reasonably requested by the Learning Development Service Lead for Core Programmes.
2. To work evenings and weekends as previously agreed upon between the post holder and the Learning Development Service Lead for Core Programmes.