

**E-Learning Apprentice**

**Greater Manchester Combined Authority**

**Role Profile**

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| **Job Title:** | E-Learning Apprentice | **Date:** | March 2020 |
| **Reporting Line:** | E-Learning Manager  | **Salary:** | Grade 2 (Level 3 Apprenticeship) |
| **Team:** | Training Development Team | **Business Area:** | Service Delivery |

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| JOB PURPOSE |
| To assist in the development of digital learning by implementing our approach to the design, creation and delivery of engaging digital learning solutions.Help the E-Learning Manager ensure the accuracy and consistency of digital learning material, including the development of digital assessments to establish and confirm the learners understanding of presented content. |

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| **KEY RELATIONSHIPS** |
| * E-Learning Manager
* E-Learning Developer
* OIT Manager and team members
* E-learning end users
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| **KEY RESPONSIBILITIES**  |
| 1. Proactively participate in the apprenticeship programme and successfully complete all apprenticeship course requirements and any interim end point assessments
2. Support the E-Learning Manager and E-Learning Developer in the design, development, implementation and evaluation of online courses and instructional web projects
3. Assist in A/V production
4. Graphic design and imagery
5. Perform administrative tasks in support of the Learning Management System

**General Responsibilities** 1. Work within the organisations policies, procedures and processes.
2. Actively contribute to problem-solving and take time to understand the issues fully.
3. To be responsible for providing support and guidance to others, handling information with care and with strict adherence to confidentiality of personal information and Data Protection legislation.
4. Work creatively as part of an effective team to maintain a constructive solutions based approach in response to issues that arise.
5. Take responsibility and accountability for the quality of your own work.
6. Plan ahead and prioritise work, managing your time effectively to get things done
7. Be aware of the key organisational goals are and understand how your work makes a difference.
8. Recognise and challenge inappropriate behaviour.
9. Work to foster trust with others and build constructive working relationships to achieve goals.
10. Demonstrate a commitment to a learning culture by seeking opportunities to learn and develop personal skills and behaviours.
11. Maintain a commitment to ongoing improvement and offer ideas and feedback to improve our services, and take on board other’s ideas.

**NB: This list of duties and responsibilities is by no means exhaustive, and the post holder may be required to undertake other relevant and appropriate duties as required.** |
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| **KNOWLEDGE, SKILLS AND EXPERIENCE** |
| **Qualifications*** 5 GCSEs or more, or any intermediate (Level 2) apprenticeship

**Experience*** ICT experience, working with databases and systems, including development of learning packages and assessment tools to meet user needs is desirable not essential

**Knowledge & Skills** * Knowledge of digital content creation
* Basic website production using HTML and CSS
* Enthusiasm for key software applications (Adobe CC, Articulate 360)
* Ability for problem-solving in a systems environment
* Excellent verbal and written communication skills
* Be aware of the wider ways of working across the entire directorate and how your work fits with others to achieve shared objectives.
* Understand the organisation’s commitment to Apprenticeships and other progression pathways into the organisation.
* Understand the fundamental principles of learning and seek to support individuals through programmes of study.
* Maintain a working knowledge of organisational ICT systems and the necessary administration skills to maintain records and information.
* Be familiar with the Ofsted Education Inspection Framework and understand the process of the associated inspection process (desirable)
* Be aware of Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) and the associated inspection process (desirable)

**Behaviours** * Value inclusion and set a positive example of appropriate behaviour for peers and new starters.
* Encourage open communication and actively listen to and value others contributions.
* Admit to and learn from mistakes, celebrating successes with the team.
* Appreciate the impact of personal actions and behaviour on others.
* Look after yourself and others, seeking help if needed and look after your own mental health.
* Act as an ambassador for the service, taking pride and responsibility for the work we do and encouraging others to do the same.
* Role model proactively, learning new skills and behaviours and value and appreciate differences in people and treat everyone with kindness and respect.
* Focus on customer needs in your approach to work, including issues of safeguarding and inclusion.
* Be careful with all types of resources (money, time, materials, fuel and energy) to provide value for money.
* Spot opportunities to improve the way we do things for people, and put ideas forward.
* Make decisions based on supporting evidence, risk, and your prior knowledge of good practice.
* Speak out promptly if you see or hear of a safety or organisational risk.
* Continuously seek to improve your performance to contribute to organisational goals
* Positively seek organisational information about how well we are doing and what is changing and be open to, and positively engage with, new ways of working.

**Additional** * Requirement to travel outside the county to attend meetings etc. when required may include overnight stay.
* Occasional requirement to attend residential training courses
* To be willing to work flexibly as occasional evening and weekend working may be required
* Willingness and ability to travel across the county when required, within a reasonable time to meet the role demands (individuals providing their own vehicle for use will be eligible for casual car user rate)
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**Corporate Duties**

Avoid any behaviour which discriminates against your fellow employees, or potential employees on the grounds of their sex, sexual orientation, marital status, race, religion, creed, colour, nationality, ethnic origin or disability.

Safeguard at all times confidentiality of information relating to staff and pensioners.

Refrain from smoking in any areas of Service premises.

Behave in a manner that ensures the security of property and resources.

Abide by all relevant Service Policies and Procedures.

**Records Management/ Data Protection -** As an employee of the GMCA, you have a legal responsibility for all records (including employee health, financial, personal and administrative) that you gather or use as part of your work with the Service. The records may be paper, electronic, audio or videotapes. You must consult your manager if you have any doubt as to the correct management of the records with which you work.

**Confidentiality and Information Security -** As a GMCA employee you are required to uphold the confidentiality of all records held by the GMCA, whether employee records or GMCA information. This duty lasts indefinitely and will continue after you leave the GMCA employment. All employees must maintain confidentiality and abide by the Data Protection Act.

**Data Quality -** All staff are personally responsiblefor the quality of data entered by themselves, or on their behalf, on GMCAs computerised systems or manual records (paper records) and must ensure that such data is entered accurately and, in a timely manner, to ensure high standards of data quality in accordance with Departmental protocols.

To ensure data is handled in a secure manner protecting the confidentiality of any personal data held in meeting the requirements of the Data Protection Act.

**Health and Safety -** All employees of GMCA have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable GMCA to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the Service’s undertakings.

**Service Policies -** All GMCA employees must observe and adhere to the provisions outlined in these policies.

**Equal Opportunities -** GMCA provides a range of services and employment opportunities for a diverse population. As a GMCA employee you are expected to treat all employees / partners / members of the public and work colleagues with dignity and respect irrespective of their background