



Digital Skills Tutor

Job Description and Personal Specification

August 2022

Digital Skills Tutor



Key information

- Fixed Term Contract (until 30th of April 2024)
- Deadline for applications: Monday 19th of September 2022, 10.00am
- Apply via <https://app.beapplied.com/apply/qizrzeabtb>

About Renaisi

Our mission is to create the conditions for strong, inclusive communities to thrive by doing three complementary things:

1. Supporting people to learn, work and connect with their community.
2. Helping organisations across the UK to understand their impact on communities.
3. Exploring the question: **what does it take to improve a place?**

Renaisi is unique as we combine consultancy work with frontline service delivery. We are constantly learning from the different perspectives we see from working directly with communities and from supporting social organisations, charities and institutions to deliver greater impact. This makes Renaisi a uniquely well-rounded and exciting place to work.

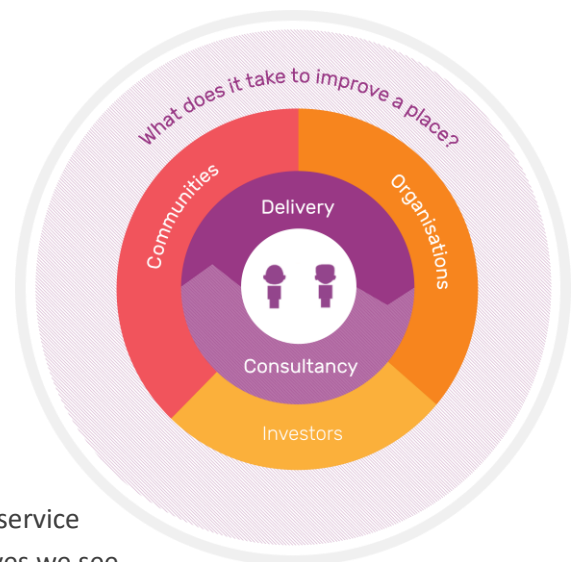
Find out more about Renaisi at www.renaisi.com

Why join us?

We are a company with a clear social purpose. We are proud of the impact and change we have fostered locally and nationally in the last 22 years.

As a social enterprise, we **value strengths** rather than picking at weaknesses, and we **make time** to understand and hear people. When it comes to taking responsibility for our work and our mission, we **own it**, and when it comes to how we approach learning, challenges and the issues we engage: we are constantly **curious**. **These values reflect how we behave and our work.**

Renaisi does not discriminate on the basis of race, colour, religion, gender, age, disability, or any other protected class. We support workplace diversity and are working hard to increase diversity in our team



and encourage you to be part of it. We are committed to making our roles and culture inclusive. We can make reasonable adjustments throughout the application process and on the job. If you have particular accessibility needs, please get in touch and let us know any requirements you may have.

Our employee benefits



We offer **25 days of annual leave per year**, plus statutory and public holidays. After each year of service, you accrue an additional day of annual leave, up to a total of five. We also offer **five corporate social responsibility days** a year which you can use to volunteer at a charity or provide support to social organisation.



We support your travel through our cycle-to-work scheme, and interest free season ticket loans after three months of service.



We support your family with our enhanced maternity, paternity and adoption pay offer



We support your wellbeing through resources and information in our Wellbeing Pack, leading initiatives through our internal Wellbeing Team, and support from our internal Mental Health First Aiders. We also have an **Employee Assistance Programme**, which is a confidential employee benefit designed to help you deal with personal and professional problems.



We help you grow by offering a range of learning and development opportunities, including **in-house training**, with previous sessions including project management, qualitative analysis, report writing, pitching for new work, and bid writing. We also hold regular Lunch & Learn sessions to promote **peer-to-peer learning**. Where necessary, we also offer **external training opportunities**.



We offer the opportunity to get involved with **our internal initiative's groups**, which focus on driving change across Sustainability, Equal Opportunities and Wellbeing. We also host annual Company Away days, which is a chance for the entire company to come together, share information and learn.



We are a member of the **NEST pension scheme** and you will be automatically enrolled into this scheme, subject to eligibility.



We offer additional benefits of a free annual eye test, and free fruit, coffee and tea in our offices.



Are you interested in joining us?

We have an opportunity for a Senior Digital Skills Tutor to join our busy and dynamic service delivery team at Renaisi.

What will it be like working in this role?

This role will see you working predominately in the services department on our Wise Horizons programme. This project is funded by the Good Things Foundation, with JP Morgan, to deliver Power Up 2.0. Funding is in place until 2024. Our service delivery teams deliver a number of employability and inclusion contracts across London, supporting economically and socially excluded people to develop life skills, enter training, and to secure quality, long term sustainable employment.

Wise Horizons will focus on job seekers who are over 50 in the East London area. This group have been identified as those whose digital skills and use of technology has not kept pace with the changing world of work. You will support individuals to develop new digital skills that align with employer needs.

This is a crucial role in supporting our services delivery department to upskill our customers and provide relevant training according to their needs. You will need to ensure that we are delivering an excellent quality customer service experience. In this role, you will be reporting to our Good Things Foundation Programme Manager with your key responsibilities falling into three main categories:

- **Design and develop training activities, integrating with the delivery model**
- **Assessing and improving quality, standardisation, training methods and value for money of training provision within Renaisi Services**
- **Contribute to the sustainability and business development of training**
- **Activities to increase training opportunities to our services customers**

About You

We are looking for someone with the relevant skills, knowledge, and experience who wants to make a difference to communities, social organisations and places. Most of all we are looking for someone who will be a great fit for our team, who is innovative and has creative unwavering vision, with a resilient strength of character, a natural problem solver, the ability to be flexible but excels in striving for excellence and who is motivated by our mission, and can confidently manage a varied workload, and turn their hand to a range of tasks and challenges.

You will ideally hold a teaching or training qualification (e.g., AET/CET/DET) or comparable equivalent and have at least 2 years' experience teaching in an educational or training setting. You will need to be able to demonstrate experience in designing and delivering digital skills training, to manage a caseload (roll on-roll off), meet project KPI's and be self-managing.



You will be a creative thinker who is able to bring teams together and turn ideas into reality. We are looking for someone who is self-sufficient and can operate comfortably in a target driven environment. You will need to be able to communicate and present confidently.

The purpose of Renaisi's service delivery department is to support individuals that are excluded in either one or multiple ways; excluded from the economy, excluded from accessing services or socially excluded. Our dedicated team of specialists engage with and support thousands of people every year across fifteen boroughs in London and we want someone who wants to make a difference through providing development and learning opportunities for our customers. We are passionate about that and you will need to be too!

Summary of the Role

Job Title	Digital Skills Tutor
Function of the post	<p>The post holder will need to work collaboratively with other team members to establish a varied training provision that enables our participants to overcome barriers and address their employability needs.</p> <p>The main objectives of the post are to:</p> <ul style="list-style-type: none"> • Design, develop and implement a digital skills programme to participants enrolled onto the programme • Meet and report against programme KPI's • To work alongside an Employment Adviser who will work with participants to improve their employability skills
Accountable to	Programme Manager
Management of	N/A
Internal relationships	Closely working with the Programme Manager, Employment Adviser, Head of Services and Services delivery team
External relationships	Specialist support stakeholders including other training providers, and funders
Location	<p>290 Mare Street, London, E8 1HE</p> <p>With the present context of COVID-19, our team is working in a hybrid way from a mix of office and home locations.</p>



Salary	£28,000-£32,000 per annum: Salary will depend on experience and qualifications.
Hours of Work	35 hours per week, 9am to 5pm, With flexibility required on working hours to meet the contract outputs
Length of contract	This is a Fixed Term Contract position. The probation period is six months.
Terms & Conditions	A staff handbook will be issued to the successful candidate with their offer letter.



Job Description – What the role involves

Duties and responsibilities

Delivery

- Manage, coach, assess and support participants to develop their digital skills
- Plan, communicate, manage, and deliver against programme KPI's, including process improvement opportunities of day-to-day operations
- To collate, disseminate and report against training KPI's on a weekly, monthly, quarterly and annual basis
- To implement an effective participant learning journey, including appropriate signposting to the Employment Adviser
- To work with the training team to design and create all Training activities and materials – to disseminate appropriately branded marketing for all training activities, pan-organisation
- To contribute to the management and development and delivery of new curriculums, assisting in the development of programmes to meet the needs of the organisation
- To work with colleagues to identify employment opportunities for participants.
- Review and implement the use of training tools and technology to improve delivery of remote training and access to bespoke training resources for our customers
- To attend joint delivery meetings and team meetings
- To attend engagement & recruitment and job brokerage events when necessary

Compliance

- To ensure a standardisation of processes, training resources and materials, as part of ongoing quality improvement and monitoring.
- To keep accurate records,
- To update and prepare training documentation in line with quality standards
- To work within the guidelines of our funding providers Ensure maintenance of accurate records of participant data and maintain participant confidentiality.
- To adhere and work to our quality standards such as Matrix, Investors in People, ISO9001, etc.
- To ensure that courses are well coordinated and resourced, to deliver a high-quality training provision
- To utilize data and feedback from evaluations, customer surveys and observations to inform ongoing improvement to training services

Customer Training Provision



- To manage the development and delivery of a range of digital skills training sessions in line with programme KPI's
- To work with the Employment Adviser, Project Manager and relevant colleagues to ensure training co-ordination and administrative duties are carried out efficiently
- To deploy effectively, a wide variety of training methods across the Training Department
- To work with Renaisi colleagues to identify training and developmental needs and drive suitable training initiatives for participants across all programmes
- Identify and assess future and current participant training needs through proactive engagement with participants, and consultation with Employment Adviser and Programme managers
- To manage the upkeep of detailed records of interactions/meetings with clients and the updating of participant files.

General

- Establishing and maintaining effective working relationships with colleagues at all levels.
- Provide support to the senior management team and other departments to help achieve corporate objectives.
- Promote equal opportunities and cultural development
- Carry out all duties in accordance with Renaisi's Equal Opportunities Policy
- The list above is not to be regarded as exclusive or exhaustive and flexibility is required.
- To contribute to outreach activities where appropriate or necessary to ensure session attendance meets project KPI's



Person Specification – Your skills, knowledge and experience

Digital Skills Tutor		(E) = Essential (D) = Desirable
1. Values and Equalities		
Proven and demonstrable commitment to the principles and practice of equal opportunities in employment, and ability to promote the Company’s Equal Opportunities Policies		E
2. Experience		
Demonstrable experience of managing, designing and delivering successful digital skills training courses based on individual, cohort or business needs relevant to the role and participant group		E
Experience of evaluating the effectiveness of training courses		E
Experience of implementing new projects and courses		E
Experience of meeting project KPI’s		E
Experience of presenting to teams at all levels of an organisation		E
Experience of managing a caseload (roll on/off)		E
Experience of working to deadlines in a target driven environment; self-managing		E
Experience of achieving high levels of learner progression outcomes and customer satisfaction to meet funding requirements and programme compliance		E



3. Knowledge, Skills & Aptitudes	
Extensive knowledge and application of a wide range of digital skills teaching techniques and traditional and modern methodologies	E
Excellent knowledge and understanding and skills in the use of IT based systems/Customer Management Systems, and how technology can support classroom, 121 and remote teaching	E
Excellent verbal, interpersonal and written skills, with confidence to represent the company policy position, robust record keeping and develop written content including training materials	E
Strong listening skills with the ability to consult teams and use feedback to inform change and deliver to programme targets and individual KPI's	E
Ability to build a rapport, build strong connections and maintain relationships internally and externally	E
Ability to self-manage and work within a small team, maintaining a positive dynamic and supporting individuals to develop within their roles and deliver quality support to the wider organisation	E
Ability to manage a diverse workload whilst balancing priorities, delivering quality work and meeting deadlines	E
A self-starter who can work independently, likes to take the initiative and is flexible and quick-thinking	E
Ability to work strategically and operationally in line with wider organisational needs	E
Excellent attention to detail, consistently planning ahead and addressing challenges with positive and creative solutions	E
Demonstrable creativity and innovation in training delivery	E
Minimum of 2 years' experience in an educational or training setting delivering digital skills	E



Knowledge of the London labour market, growth sectors and employer needs	D
4. Qualifications	
Teaching or training qualification (e.g., AET/CET/DET) or recognised equivalent (Level 3 Award in Education and Training minimum accepted)	E
Hold a minimum Level 3 qualification in digital skills/information technology	D
Evidence of numeracy (level 3) and literacy (level 3) qualifications or relevant experience	E
Assessors Qualification (CAVA, TAQA or A1) NVQ L3 in Information, Advice and Guidance NVQ L4 in Information, Advice and Guidance A Degree OR a Professional Qualifications in one or more of the following: <ul style="list-style-type: none"> ○ Employment ○ Training and/or Adult Learning/Teaching ○ Career development 	D

