

# JOB DESCRIPTION

<b>Job Title</b>	Facilitator		
<b>Reports to</b>	Subject Area Manager		
<b>Department</b>	Research and Faculty Office		
<b>Job Family</b>	Business Services	<b>Pay</b>	£22/hr

## Job Purpose

Facilitators will work predominately within one subject area but will be shared across the seven subject areas as needed. The primary responsibilities are:

- Collaborate with and support faculty to facilitate effective learning experiences in a virtual and hybrid classroom.
- Develop a good professional working relationship with faculty to achieve effective delivery and intended learning outcomes.
- Understand the faculty's style of teaching, classroom management techniques, and mode of student engagement.
- Ensure that faculty are tech prepared for virtual and hybrid teaching.
- Construct sessions with faculty; e.g. create polls, breakout sessions, adapt content to virtual and hybrid school.
- Support sessions with faculty; be available on-line or in-person during sessions with faculty.
- Facilitate the classroom experience for students when the faculty is remote to the class.
- Support subject area staff and faculty with other teaching related tasks.

## Key areas of accountability and Key Performance Indicators (KPIs)

### Key Areas of Accountability: Facilitate the Virtual and Hybrid Classroom

Support faculty before, during and after virtual and hybrid sessions by:

- Contributing ideas and knowledge of available tools to assist faculty in elevating content for the virtual and hybrid classroom.
- Communicating with guest speakers and ensuring they are Zoom enabled and prepared.
- Having responsibility for reviewing faculty Zoom account settings and setting up the Zoom room accordingly.
- Communicating with students the joining instructions, Zoom-based etiquette, basic housekeeping and expectations for the class.
- Co-ordinate and oversee classroom etiquette when the faculty is remote from the students.

- Managing the Zoom Room control panel, spotlighting, cameras and audio.
- Managing the participant panel – mute/ unmute, emocations.
- Managing the chat panel or alternatives.
- Overseeing share options.
- Investigating optimal presentation and video options (tip: checking people internet bandwidth).
- Managing random and preassigned breakout rooms.
- Creating polls before class.
- Recording sessions.
- Editing Zoom recordings and making them available to students in a timely manner.

**KPIs:**

- Proficient in Zoom functionality and keeping up to date with latest Zoom developments.
- Provide continuity of support to faculty.
- Confidence to interact with students and faculty. Be willing to suggest and experiment with new ideas.
- Attentive and open to opportunities as to how faculty and students can be supported in the most productive ways.
- Ability to multitask and manage the live sessions in real time.
- Explore new methods and tools to improve teaching delivery and to improve the student learning experience.
- Flexibility to adapt to meet faculty needs to ensure sessions are carried out according to their original or changed plans.
- Foster professional relationships with students that will support their learning.
- Creative and innovative to heighten the delivery of course content.
- Support any teaching related task including monitoring, tracking of student activity during sessions.
- Ability to work quickly and efficiently.

**Knowledge/Qualifications/Experience/Skills required**

- Bachelor's degree or equivalent experience.
- IT skills - video editing skills would be advantageous, as experience in leading online conference tools e.g. zoom, adobe, web ex etc. Experience of working with canvas.
- Reliable, enthusiastic and hardworking with high attention to detail.
- Able to manage time effectively and efficiently in and out of sessions.
- Ability to multi-task and be alert to what is happening in-person and virtually.
- Excellent communication skills.
- Attention to detail.
- Flexibility to work evenings and weekends.

## Resources and Training

- Facilitators will undergo IT training.
- A comprehensive guide for facilitating virtual and hybrid classrooms, and editing recordings will be provided.