

JOB DESCRIPTION

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

Job Purpose

As part of the digital transformation brought about by Covid, LBS Facilitators support Subject Areas in the delivery of Degree Programme teaching, to ensure an outstanding classroom experience to our students and our world class faculty. They may also be asked to work with other teams across the organisation to support programme and event delivery 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 in-person ahead of and 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 Classroom Experience

Support faculty before, during and after sessions by:

- Contributing ideas and knowledge of available tools to assist faculty in elevating content for the 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, reactions
- Managing the chat panel or alternatives.
- Overseeing share options.
- Investigating optimal presentation and video options
- Managing random and pre-assigned breakout rooms.

- Creating polls before class.
- Recording sessions.
- Editing Zoom recordings and making them available to students in a timely manner, particularly in advance of the exam and when there is block week teaching.

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.
- Flexibility and creativity to explore new methods and tools to improve teaching delivery of the student learning experience and 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.
- Support any teaching related task including monitoring, tracking of student activity during sessions.
- Ability to work quickly and efficiently, positively representing the LBS brand.
- Liaising and collaborating with other facilitators and those who are more experienced to share best practice
- In the event of any short notice cancellations by Facilitators being proactive and responsive to Subject Area Managers requests as they try to source replacements

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.
- Punctuality
- Flexibility to work days, 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.
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- Access to MS Teams channels, covering support, procedural updates, and general communications