

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: Intercultural Communications Trainer

Salary: £37,265 - £44,708 (contribution range up to £48,402)

Contract Length: Permanent

Hours per week/FTE: 37 hours per week/0.5

Accountable to: Head of ICT and Credit Bearing Language Units

Section: The Language Centre, High Holborn

Purpose of Role:

- To deliver Intercultural Communications Training to University staff and students as part of the International Student Experience Programme at UAL
- To train UAL Language Centre staff to deliver ICT training sessions
- To contribute to the enhancement and development of ICT workshops and training programmes (e.g. materials development, digital provision)
- To act as a key representative and point of contact for ICT, including to students, academic teams and other support services within the University.
- To engage with the wider UAL community in order to promote and raise the profile of the work of the International Student Experience, including the Language Development Programme.
- To keep abreast of developments in the ICT training sector and use this knowledge to inform development of UAL's ICT training.
- Teaching contact hours up to 550 pa pro rata

Duties and responsibilities

1. To contribute to and undertake the planning, delivery and development (including evaluation) of ICT training.
2. To provide support to the Head of ICT and Credit Bearing Language Units in the planning, development and management of the curriculum and training programmes and to the Associate Dean International Student Experience in developing the International Student Experience Programme specifically by liaising with relevant college and University Services staff and Language Development Tutors.
3. To attend regular meetings of the ICT and ISE teams, reporting on relevant developments and communicating and taking forward agreed actions.
4. To equip staff and students with appropriate skills and understanding to support successful intercultural communications for their activities at UAL and, where appropriate, beyond.
5. To take responsibility for student and staff groups as required.
6. To monitor progress and attendance, plan trainings and schemes of work, and maintain appropriate records. Registers, records of work and any schemes of work are to be maintained on the S:drive, Skills Forge, or other college data collection sites as appropriate.
7. To actively maintain regular communications with key college and course contacts, liaising and communicating effectively on ICT provision and needs including content covered in sessions, attendance and progress of attendees and opportunities within the International Student Experience Programme to further support good intercultural communications and training within UAL.
8. To fully utilise University and other information and communication technologies in order to facilitate and enhance learning experiences and organisational effectiveness.
9. To read relevant staff handbooks and other departmental and UAL policy documents (e.g., Health & Safety, Safeguarding, Data Protection, etc.) ensuring awareness and understanding of current content. To act in accordance with all relevant policies and

procedures.

10. To attend ICT, ISE and wider Language Centre related meetings as well as other relevant meetings with college course teams, University Services, and Library and Student Support Services.
11. To contribute to research scholarly activity and or professional practice both individually and through appropriate subject related groups.
12. To liaise with academic staff and technicians to ensure quality and consistency of delivery across all courses.
13. To participate wherever possible in staff development by attending meetings and leading sessions on aspects of teaching and learning.
14. To maintain a professional level of subject expertise by being aware of relevant industry and technological developments in the field.
15. To be involved in continuous professional development.
16. To undertake health and safety responsibilities appropriate to the role.
17. To have a commitment to the University's Equal Opportunities Policy.
18. To perform such duties consistent with this role as may from time to time be assigned within the University.

Job Title: Intercultural Communications Trainer Grade: 5

Person Specification

nb Qualities are Essential unless shown as Desirable

Specialist Knowledge/ Qualifications	Relevant teaching qualification (at NQF Level 7 equivalent) MA Linguistics or Intercultural Communication Demonstrable knowledge of other cultures and languages other than English Knowledge/experience of creative arts processes and/or creative arts UK HE teaching and learning approaches (Desirable)
Relevant Experience	Significant teaching experience in the EFL/EAP sector (Desirable) Significant training experience in ICT Experience of working in a multicultural environment and in HE Experience of working in a range of national cultures Experience of leading staff (peers) training and development workshops
Communication Skills	

	<p>Communicates effectively orally and in writing adapting the message for a diverse audience in an inclusive and accessible way</p> <p>Uses appropriate levels of IT skills to enable best use of available information and communication to support learning and organisational effectiveness as necessary for the post</p>
Leadership and Management	<p>Motivates and leads a team effectively, setting clear objectives to manage performance</p> <p>Experience of allocating and supervising work for assistants on short, medium and long term time scales</p>
Research, Teaching and Learning	<p>Applies innovative approaches in teaching, learning or professional practice to support excellent teaching, pedagogy and inclusivity</p> <p>Ability to adapt approach and style to suit learners' needs.</p> <p>Ability to monitor and assess learning, giving feedback and guidance.</p>
	<p>Applies own research to develop learning and assessment practice</p>
Professional Practice	<p>Contributes to advancing professional practice/research or scholarly activity in own area of specialism</p> <p>Commits to own development through effective use of the University's appraisal scheme and staff development processes</p>
Planning and managing resources	<p>Plans, prioritises and manages resources effectively to achieve long term objectives</p> <p>Able to work unsupervised at a variety of college sites and be a reliable representative for Language Centre activities.</p>
Teamwork	<p>Works collaboratively in a team and where appropriate across or with different professional groups</p>

	<p>Ability to co-ordinate own effort with that of others so that work is completed effectively in line with team objectives.</p> <p>Ability to plan and prioritise own work and that of others, monitoring progress and taking corrective action where necessary</p> <p>Experience of being involved in internal and external networks, pursuing a shared interest.</p>
Student experience or customer service	<p>Builds and maintains positive relationships with students or customers</p> <p>Ability to maintain accurate and up to date knowledge of services available in own and related areas of work adapting services and systems to meet student and customer needs.</p>
Creativity, Innovation and Problem Solving	<p>Suggests practical solutions to new or unique problems</p> <p>Ability to initiate processes and procedures to resolve problems, anticipating difficulties and identifying practical ways of overcoming or preventing them.</p> <p>Analyses routine data and produces full and accurate reports where necessary</p> <p>Assesses the comparative merits of various sources and other types of data and different modes of analysis.</p>