

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: Intercultural Communication Trainer
(Teaching and Learning support: Online at UAL)

Grade: 5

Contract Length: Permanent

Salary: £41,454 – £49,534 per annum (pro-rata)

Hours per week/FTE: 14.8 hours per week / 0.4FTE

Accountable to: Head of Intercultural Communication Training (ICT)

Section: The Language Centre, High Holborn

Purpose of Role:

- To innovate and develop the intercultural and communication training, support and resources that can be provided for the **Online at UAL** context
- To deliver intercultural communication skills teaching and learning support to University staff and students participating through **Online at UAL**
- To contribute to **Online at UAL**'s design of learning during the development and delivery of **Online at UAL** courses or modules in support of course academic teams (e.g. strategies for working with complex, sensitive or controversial themes with diverse and dispersed cohorts)
- To review and evaluate the effect and impact of the **ICT** support provided to **Online at UAL**
- To build knowledge and understanding of the connections and interactions within diverse, international, multilingual online learning communities in order to inform **ICT** and UAL approaches and provision of support.
- To support, through knowledge sharing, staff development provision and administration, Language Centre colleagues who train to deliver **ICT** for **Online at UAL**
- To contribute to the development and delivery of **ICT** workshops and training programmes for UAL in general (e.g. workshops, asynchronous resources, student and staff engagement projects, consultancy)
- To act as a key representative and point of contact for **ICT** with **Online at UAL** (staff and students) and other relevant support services within the University,
- To engage with the wider UAL community in order to promote and raise the profile of the work of **ICT** and the International Student Experience Programme.
- To keep abreast of developments in the Intercultural communication academic and training sectors and use this knowledge to inform development of UAL's **ICT** service.
- Teaching, training and workshop facilitation contact hours per year = up to 220

Duties and responsibilities

1. To undertake the planning, design, delivery, evaluation and development of intercultural communication support for **Online at UAL**, within the UAL Language Centre's Intercultural and communication training (**ICT**) programme
2. To provide teaching and learning design development support from an intercultural and multilingual perspective to academic teams devising programmes of study for UAL online.
3. To enhance understanding of the field of online learning, interaction and community development in international contexts in order to inform the **ICT** programme and its practices.
4. To 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.

5. To attend regular meetings of the **ICT** and ISE teams, reporting on relevant developments and communicating and taking forward agreed actions.
6. To equip staff and students with appropriate skills and understanding to support successful intercultural communications for their activities at UAL and, where appropriate, beyond.
7. To take responsibility for student and staff groups as required.
8. 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 Skills Forge, Sharepoint or other data collection sites as appropriate.
9. 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.
10. To fully utilise University and other information and communication technologies in order to facilitate and enhance learning experiences and organisational effectiveness.
11. 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.
12. 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.
13. To keep up to date with email communications and developments in the Language Centre and beyond via Sharepoint, Canvas and other communication channels and modes.
14. To contribute to research scholarly activity and or professional practice both individually and through appropriate subject related groups.
15. To participate wherever possible in staff development by attending meetings and leading sessions on aspects of teaching and learning.
16. To maintain a professional level of subject expertise by being aware of relevant industry and technological developments in the field.
17. To be involved in continuous professional development.
18. To undertake health and safety responsibilities appropriate to the role.
19. To have a commitment to the University's Equal Opportunities Policy.
20. To perform such duties consistent with this role as may from time to time be assigned within the University.
21. To work in accordance with the University's Staff Charter and Dignity at Work Policy, promoting equality, diversity and inclusion in your work.
22. To make full use of all information and communication technologies to meet the requirements of the role and to promote organisational effectiveness.
23. To conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations.
24. To personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022).
25. To be familiar with debates and research relating to decolonising the curriculum and awarding gaps within the HE Sector

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Person Specification

nb Qualities are Essential unless shown as Desirable

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| Specialist Knowledge/ Qualifications | <p>Relevant teaching qualification (at NQF Level 7 equivalent)</p> <p>MA Linguistics, MA Intercultural Communication or other areas relevant to the role (desirable)</p> <p>Demonstrable knowledge of languages other than English</p> <p>Demonstrable knowledge of creative arts study and practice (desirable)</p> <p>Demonstrable interest in and knowledge of globally-dispersed online learning communities and their dynamics</p> |
| Relevant Experience | <p>Significant teaching and training experience e.g.:</p> <ul style="list-style-type: none"> • in the EFL/EAP/Languages sector • in the Intercultural Communication sector • in teaching and learning development roles <p>Experience of working in a multicultural and multilingual environment</p> <p>Experience of working in Higher Education</p> <p>Experience of leading staff (peer) and student training and development workshops</p> |
| 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> <p>Ability to create asynchronous digital resources for teaching, learning, dissemination and promotional purposes, appropriate to academic and creative arts contexts.</p> |
| Leadership and Management | <p>Motivates and leads a team effectively, setting clear objectives to manage performance</p> |

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| | Experience of allocating and supervising work for assistants on short-, medium- and long-term time scales |
| 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 | Builds and maintains positive relationships with students, customers and key stakeholders |

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| | <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> |
| <p>Creativity, Innovation and Problem Solving</p> | <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> <p>Ability to analyse and understand the ways of working of different communities of practice and learning in order to design appropriate, relevant and effective support services and resources.</p> |