

Job Title: Digital Skills Developer

Unit/School: Digital & Library Services

Grade: 6A/B

HERA: ISD41

Core purpose of role

As part of the Digital Skills team, you will be responsible for developing the digital capabilities of Cardiff Metropolitan University students and staff. This entails identifying requisite digital skills, creating and maintaining face-to-face training and e-learning to develop those skills and delivering the training. Developing the digital capabilities of Cardiff Met will help facilitate the digital transformation that is an enabling mission of Strategy 2030.

Key responsibilities and contributions

- Liaising and working with staff and students to understand the nature of roles and activities throughout the university, identifying working practices and opportunities to improve these in line with best practice at Cardiff Met.
- Identifying and defining IT skill sets necessary to efficiently perform a variety of staff roles, exploiting the technology available at Cardiff Met, and for the effective use of technology in learning and study for Cardiff Met students.
- Carrying out training needs analysis and performance assessments where appropriate, to identify common skill gaps in the use of Cardiff Met systems vs the defined skill set requirements.
- Designing curricula and high-quality digital skills development resources, in the most effective delivery format, to improve skill levels.
- Adapting content to be relevant to a specific audience where appropriate. Working with School and Professional Services contacts to ensure the development of skills required for specific Cardiff Met strategic initiatives can be delivered.
- Building a working relationship with existing related training providers at Cardiff Met, to ensure a consistent approach to training delivery.
- Ensuring that face to face training facilities are maintained to a high standard and are ready for any planned sessions.
- Delivering training / skills development sessions to Cardiff Met staff and students and providing support and coaching on an individual or group basis as appropriate.
- Evaluating the effectiveness of training provision, particularly through learner outcomes.



- Liaising with university staff and external suppliers in order to understand the ongoing educational requirements for Cardiff Met systems.
- Working with the Organisational Development and others in ensuring appropriate records are kept of development activity.
- Working with appropriate colleagues to develop and maintain expert level personal knowledge of key IT systems, and tools / practices involved in training delivery.



Person specification

Essential qualifications / Professional memberships

- Degree.

Essential experience, knowledge and skills

1. Ability to develop and deliver digital skills training on a wide range of technologies and subject areas, such as digital communication, document management, website building and Microsoft Office
2. Experience of delivering effective teaching, training or skills development to individuals and/or groups, adapting the approach and technical content to suit different audiences and levels of knowledge.
3. Excellent communication skills, both written and oral, particularly in relation to communicating technical information to a range of stakeholders.
4. Customer focused with excellent interpersonal skills.
5. Logical and systematic approach to identifying appropriate use of ICT in a given situation.
6. An aptitude for learning.
7. Ability to work under pressure with strong decision making skills.
8. Strong analytical and problem solving skills, with the ability to assess working practices and training needs.

Desirable

1. Good knowledge of Microsoft and Adobe software. In particular: the Office apps (Word, Excel, PowerPoint), Teams, SharePoint, OneDrive, Copilot and Adobe Creative Cloud apps such as Adobe Express and Photoshop.
2. Experience designing a training curriculum.
3. Experience creating e-learning.

Welsh skill requirements

Welsh is essential to our students and staff and is a key part of our provision and services. For every position at Cardiff Met, proficiency in Welsh language is either essential or desirable. You can find information about the levels by viewing our booklet: [Welsh language skills levels](#). If a skill is listed as essential in the table below, please ensure you demonstrate this in your online application form.

Language level and general descriptor	Listening	Reading	Speaking	Writing
A1 – Beginner Can understand and use familiar everyday expressions and very basic phrases in Welsh.	Desirable	Desirable	Desirable	Desirable
A2 - Basic user Can deal with simple, straightforward information and communicate in basic Welsh.				
B1 - Intermediate user Can communicate, to a limited level, in Welsh about things that are familiar and/or work related.				
B2 - Upper intermediate user Can express myself in Welsh on a range of topics and understand most of a conversation with a native speaker.				
C1 - Fluent user Can communicate fluently in Welsh.				
C2 - Master user Can communicate fluently on complex and specialist matters in Welsh.				

Disclosure & Barring Service requirements

This post does not require a DBS check.

Supporting information

The University is a dynamic organisation and changes may be required from time to time. This job description and person specification is not intended to be exhaustive.

The University is committed to the highest ethical and professional standards of conduct. Therefore, all employees are expected to have due regard for the impact of their personal behaviour and conduct on the University, students, colleagues, business stakeholders and our community. Each employee must demonstrate adherence to our Code of Professional Conduct. In addition, all employees should have particular regard for their responsibilities under Cardiff Metropolitan University's policies and procedures.