

Candidate Information

Position:	Language Support Officer Graduate Trainee
School/Department:	Learning and Teaching Support
Reference:	20/108081
Closing Date:	Wednesday 5 February 2020
Salary:	£28,331 (this is Grade 6 entry point) for graduates. £30,942 for graduates with up to 2 year's relevant experience.
Anticipated Interview Date:	Friday 28 February 2020

JOB PURPOSE:

You will work as part of a professional team and will learn through on-the-job experiences and training programmes delivered by the Language Centre and University training programmes, and other specific field-related training opportunities. You will develop a broad understanding of all aspects of the Language and Cultural skills development, supported by the University Language Centre, developing awareness of project management methodologies, best practice in the field, and develop the ability to contribute to the support of the same.

MAJOR DUTIES:

1. Work as part of the team to contribute to the facilitation of core Language Centre offering.
2. Liaise with key Language Centre stakeholders to best understand the University's needs.
3. Cultivate and maintain Language Centre focused relationships with key Queen's stakeholders.
4. Develop an understanding of the objectives and strategic direction of the Language Centre and the University, through the facilitation, and where appropriate, the design, development and/or delivery of Language and Cultural skills activities.
5. Assist with the management and delivery of Cultural Awareness training workshops in support of our stakeholder's strategic goals.
6. Contribute to an analysis of the Language Centre development needs and the skills necessary to support the area.
7. Effectively manage own development program to ensure a learning log is fully completed, mentoring meetings are undertaken and learning and development is applied within the role.
8. Work within internal and external multi-functional teams ensuring the delivery of high quality, integrated services to users.
9. Adopt a proactive approach to the identification of opportunities and potential delivery of solutions and consultancy to meet the needs of our stakeholders and further the objectives of the Language Centre.
10. Ensure the effective maintenance of information and documentation, e.g. training course materials, user documentation, promotional material, online training materials.
11. Work with Language Centre e-learning platform to support the design and development of online and blended learning solutions to support Language Centre offer to students, as well as collaborative projects with key University stakeholders.
12. Provide general advice, information and assistance to key stake-holders.
13. Carry out any duties appropriate to the post as may be reasonably requested by management.

ESSENTIAL CRITERIA:

1. A recent graduate, having obtained their degree no earlier than summer 2017
2. A 2:1 honours degree in a Language, or a Language related discipline.
3. Knowledge of standard approaches to Language and Cultural skills development.
4. Knowledge of language skills progress frameworks (e.g. CEFR).
5. Ability to apply knowledge and experience in support Language Centre activities, skills development and services.
6. Ability to develop and communicate clear and coherent arguments and documentation that can influence key stakeholders.
7. Ability to communicate technical information with clarity and effectiveness.
8. Excellent communication skills, written and verbal, with the ability to work with staff and students at all levels.
9. Must be able to work in a team, but also be able to work on own initiative.

10. Ability to plan and schedule competing work/project demands and work to tight deadlines.
11. May be asked to work evenings and weekends to meet project deadlines.

DESIRABLE CRITERIA:

1. Professional development and/or support experience of working in a Language/Cultural training environment.
2. Experience of delivering and facilitating Language/Cultural related training activities.
3. Experience of working within a structured Language/Cultural skills development environment with exposure to methodologies and frameworks e.g. CEFR.

ADDITIONAL INFORMATION:

Performance Expectations

Year 1

By the end of year one it is expected that the Language Support Officer Graduate Trainee will:

- Have identified with line management any skills that need to be developed and have agreed and initiated a Programme of Development.
- Become highly familiar with the Language Centre strategy, processes, activities and services.
- Become proficient in the use of the Language Centre systems and development platforms, including their key application and functionality and attend training if appropriate.
- Reviewed with line management and colleagues the existing Language Centre offerings and participate in future planning activities and solution design, helping to ensure service efficiency and growth.
- Develop project management skills to help manage projects within the area and become familiar with current project documentation and plans.
- Be able to provide general support to the Language Centre key stakeholders.

Year 2

By the end of year two it is expected that the Language Support Officer Graduate will be/have:

- Completed Cultural Awareness facilitator training (if deemed necessary).
- Demonstrate ability to apply existing knowledge and adapt training approaches to meet the key learning objectives of the user.
- Have delivered user focused training and/or workshops.
- Confident in carrying out stakeholder needs analysis and resources identification and produce initial project business case documentation.
- Taken the lead in offering advice and support on agreed aspects of our offering/services.
- Capable of analysing and troubleshooting problems and designing and developing solutions.
- Competent to initiate a Project and create/update appropriate Project planning and delivery documentation.
- Capable of running a project through to completion, facilitated by the Language Centre Team.
- Proactively monitored and reviewed language centre development plans and