



ROLE PROFILE

Role Title:	Technology Enhanced Learning Intern
Grade:	Scale 3
Responsible to:	Technology Enhanced Learning Unit Head.
Responsible for:	No Supervisory Responsibility
Liaison with:	Police Officers, Police Staff, General Public, External Organisations, Agencies and Partnerships
Required Vetting Level:	MV/SC
Date Published:	

Role Purpose	<p>To design, build and support on-line learning projects. Including e-learning, video, podcasts and engaging 360 degree video.</p> <p>The intern will learn the skills of a Technology Enhanced Learning Developer, supporting all aspects of the E-learning Development Lifecycle, Hydra critical incident simulator and horizon scanning for new opportunities.</p>
Main Responsibilities	<p>Advice and Guidance</p> <ul style="list-style-type: none"> Assess personal requirements of customers and provide adequate support, advice and guidance Provide advice and guidance on escalated, varied and complex issues relating to area of work Resolve complex problems independently, referring major issues to senior colleagues Identifies and escalates serious problems <p>Business Improvement</p> <ul style="list-style-type: none"> Monitor and implement business improvement strategies Maintain and improve operational efficiency and quality of service of own area Identify, evaluate, propose and implement developments and improvements to the area, unit or project for the mutual benefit of the force and customers <p>Customer Service and Representation</p> <ul style="list-style-type: none"> To present a positive image and service to both internal and external customers Individuals are required to effectively engage with internal and external customers at all levels, in order to provide a high quality standard of service Maintain confidentiality in relation to data protection issues and MOPI standards <p>Organisation / Planning</p> <ul style="list-style-type: none"> Plan and organise allocated own work Co-ordinate with other team members Organise the availability of resources, including equipment, people and systems

	<ul style="list-style-type: none"> • Contribute to departmental subject/functional/unit plan. • Develop and implement sub project plans • Carry out a range of specialist technical/investigative tasks to time and quality standards • Prepare and propose business plans and budgets for the service area; monitor and control costs / income within approved budget • Identify, propose and introduce improvements to the service provision • Gather information from the client/client group to investigate and analyse need • Develop and agree a course of action covering the short and medium term <p>In addition, the post holder must be prepared to undertake such additional duties which may result from changing circumstances, but which may not of necessity, change the general character or level of responsibility of the post.</p>
Qualifications	<p>Essential</p> <ul style="list-style-type: none"> • Must possess or working towards a degree or equivalent qualification within a Technology Enhanced Learning or ICT-related course.
Skills	<p>Essential</p> <ul style="list-style-type: none"> • Must be computer literate and proficient in Microsoft applications • Must be proficient in the use of Adobe Photoshop. <p>Desirable</p> <ul style="list-style-type: none"> • Welsh Language Level 2 - Can understand the essence of a conversation, convey basic information, contribute to meetings, transfer telephone calls and respond to simple requests in Welsh. Also introduce oneself and others by name, role, and location/organisation
Knowledge	<p>Essential</p> <ul style="list-style-type: none"> • Must have a working knowledge e-learning design and development tools. • Must have an understanding of technology enhanced learning. • Knowledge of video editing using Final Cut Pro or Adobe Premiere <p>Desirable</p> <ul style="list-style-type: none"> • Understanding of immersive learning technology. • Knowledge of e-learning development methods and tools • Knowledge of video/audio capture principles. • Knowledge of 360 video/stills capture principles. • An awareness and working knowledge of the priorities, strategic aims and objectives of South Wales Police
Personal Qualities	<p>Serving the Public</p> <p>Demonstrates a real belief in public service, focusing on what matters to the public and will best serve their interests</p> <p>Understands the expectations, changing needs and concerns of different communities and strive to address them</p> <p>Builds public confidence by talking to people in local communities to explore their viewpoints and break down barriers between them and the</p>

police

Understands the impact and benefits of policing for different communities and identifies the best way to deliver services to them

Works in partnership with other agencies to deliver the best possible overall service to the public

Professionalism

Acts with integrity, in line with values of the Police Service

Takes ownership for resolving problems, demonstrating courage and resilience in dealing with difficult and potentially volatile situations

Acts on own initiative to address issues, showing a strong work ethic and putting in extra effort when required

Upholds professional standards, acting honestly and ethically and

challenges unprofessional conduct or discriminatory behaviour

Remains calm and professional under pressure, defusing conflict and being prepared to step forward and take control when required

Openness to Change

Positive about change, responding flexibly and adapting to different ways of working

Finds better, more cost effective ways to do things, making suggestions for change

Takes an innovative and creative approach to solving problems

Asks for and acts on feedback, learning from experience and developing own professional skills and knowledge

Service Delivery

Understands the organisation's objectives and priorities and how work fits into these

Plans and organises tasks effectively, taking a structured and methodical approach to achieving outcomes

Manages multiple tasks effectively by thinking things through in advance, prioritising and managing time well

Focuses on the outcomes to be achieved, working quickly and accurately and seeking guidance when appropriate

Decision Making

Gathers, verifies and assesses all appropriate and available information to gain an accurate understanding of situations

Considers a range of possible options before making clear, timely, justifiable decisions

Reviews decisions in light of new information and changing circumstances

Balance risks, costs and benefits, thinking about the wider impact of decisions

Exercises discretion and applies professional judgement, ensuring actions and decisions are proportionate and in the public interest

Working with Others

Works co-operatively with others to get things done, willingly giving help and support to colleagues

Is approachable, developing positive working relationships

Listens carefully and asks questions to clarify understanding, expressing own views positively and constructively

	<p>Persuades people by stressing the benefits of a particular approach, keeps them informed of progress and manages their expectations</p> <p>Is courteous, polite and considerate, showing empathy and compassion</p> <p>Deals with people as individuals and address their specific needs and concerns</p> <p>Treats people with respect and dignity, dealing with them fairly and without prejudice taking a non judgemental approach regardless of their background or circumstances</p>
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All individuals of South Wales Police must display the qualities to be able to work in an organisation with minority groups and provide service to minority groups in communities. They must show that they are able to contribute to an open, fair working environment where inappropriate behaviour is not permitted. They must display no evidence of the likelihood to contribute in any way to work place bullying or any other form of discriminatory behaviour.

Method of Assessment

When completing your application please ensure you only complete the sections marked below as these are the sections you will be marked against for the shortlisting stage of your application.

Qualifications	Yes
Skills	Yes
Knowledge	Yes
Personal Quality – Serving the Public	Yes
Personal Quality – Professionalism	Yes
Personal Quality – Openness to Change	
Personal Quality – Service Delivery	
Personal Quality – Decision Making	
Personal Quality – Working with Others	Yes