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| **Job Title** | EtonX Operations Lead |
| **Reports to** | Director of Digital Education |

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| **Job Purpose** |
| The EtonX Operations Lead is responsible for the day-to-day administration of the EtonX learning platform and for providing user support to ensure that our online content for use both in the Eton schoolroom and in our partner schools is implemented efficiently and makes the highest possible impact.  The postholder will be a part of our growing digital education team but will need to be a self-starter who is able to think on their feet, adapt as the platform and course catalogue evolves, and be proactive in offering suggestions and finding solutions.  Courses are built on the Moodle platform. EtonX courses are available for free to state sector schools across the UK, with a focus on schools in Middlesbrough, Dudley and Oldham.  **Key Tasks and Responsibilities**   * Provide day-to-day learning platform support for students and teachers; * Oversee efficient onboarding processes for schools, teachers, and students; * Provide overall user management and maintain the HubSpot CRM; * Track, analyse and report on learner progress and learner / teacher engagement; * Develop strategies for increasing learning engagement; * Support the Head of EtonX Content in the creation, updating and checking of learning activities; * Support the Digital Education team with other tasks as necessary to facilitate the smooth running of the department; * Liaise closely with the Partnerships team and the Summer Schools team in order to support their respective responsibilities and goals; * Undertake any other duties reasonably requested by the Director of Digital Education; * Commitment to and promotion of equality, diversity and inclusion; * All positions at Eton are classed as ‘regulated activity’ as per the Keeping Children Safe in Education 2022 guidance, therefore a good understanding of safeguarding procedures is essential; * Commitment to safeguarding and promoting the welfare of children, including but not limited to, completing safeguarding training as required, and ensuring any safeguarding updates issued by the College are read and understood; * Understand and comply with procedures and legislation relating to confidentiality.   **Skills and Competencies Required**  To be successful in this role, the incumbent should have:   * Demonstrable experience in a customer support role, ideally relating to a digital platform; * A high level of experience and confidence with technology platforms; * Excellent communication skills, both written and verbal with the ability to liaise with a wide variety of people; * Excellent time management skills with the ability to work well under pressure & to deadlines within a small but dedicated team; * A willingness to learn; * Ability to be proactive as well as organise and prioritise workload; * Good literacy skills; * Good telephone manner; * Friendly and courteous; * Excellent attention to detail; * Integrity, honesty and reliability; * Confidentiality, discretion, tact and empathy.   Please note this post is based in Eton, Berkshire in the EtonX Office.  **Working Pattern**   * The postholder will work 35 hours per week, working from 9am to 5pm from Monday to Friday with an hour for lunch each day, over 52 weeks per year. * The postholder will be entitled to 21 days contractual annual leave, plus additional discretionary leave over the Christmas shut-down period (normally 3 days) and bank holidays. * NB When bank holiday fall within a school term period, this is considered to be a working day and a day off in lieu will be given.   **Salary**  The salary for this post is an FTE of £28,000 to £33,000 per annum, dependent on skills and experience.  **Disclosure Checks**  Eton College is committed to safeguarding and promoting the welfare of its students and staff and expects all staff and volunteers to share this commitment. This role is classed as ‘regulated activity’, whereby the post holder may be required to have contact or be involved in unsupervised activities with children. It is a criminal offence for any person who is barred from working with children to attempt to apply for a position at the College. The suitability of all prospective employees will be assessed during the recruitment process in line with this commitment. All offers of employment are subject to a number of recruitment checks, including by not limited to; verification of identity and right to work in the UK, an Enhanced DBS check, pre-employment health check questionnaire, satisfactory references, verification of professional qualifications which the College deems a requirement for the post, or which were otherwise cited in support of your application and probationary period. |