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|----------------------|---------------|---------------------------------|----------------------|
| <b>Group Member:</b> |               | Luminate Education Group        |                      |
| <b>Job Title:</b>    |               | Digital Innovation Apprentice   |                      |
| <b>Reports to:</b>   |               | Deputy Head: Digital Innovation |                      |
| <b>Job Grade</b>     | L3 Apprentice | <b>Department</b>               | Quality of Education |

**ROLE SUMMARY:**

As the Digital Innovation Apprentice (Apprenticeship - Level 3 Digital Support Technician) you will be the hands-on support for our staff as they develop their use of educational technology and AI. Working alongside the Digital Innovation Specialist, your focus is on the "how-to" delivering foundational training, creating user-friendly resources, and ensuring every staff member feels confident using our core digital tools.

This role is specifically designed to bridge the gap between high-level digital strategy and daily classroom practice, providing individual and group support to develop a culture of digital innovation across the organisation.

**SPECIFIC ROLE RESPONSIBILITIES:**

1. **Support individual and group training:** Support foundational workshops, webinars, and "drop-in" sessions for staff on core digital tools (Workspace and Office), including Generative AI productivity apps and Learning Management Systems.
2. **Support the specialist:** Act as the "technical lead" during joint training sessions with the Digital Innovation Specialist, focusing on live "quick-start" demonstrations and troubleshooting.
3. **One-to-One support:** Provide empathetic, hands-on support to staff with lower digital confidence, helping them integrate technology into their daily workflows to save time.

**CORE RESPONSIBILITIES:**

1. **Multimedia Content Production:** Design and produce "how-to" guides, short video tutorials, and digital "cheat sheets" that make complex tools easy to understand.
2. **AI prompt libraries:** Assist in the development and maintenance of a group-wide "Prompt Library" to help staff automate administrative tasks and lesson planning.

3. **Access by default:** Ensure all training materials are designed with accessibility at the forefront, following inclusive design principles.
4. **First-line troubleshooting:** Diagnose and resolve internal application issues for staff, acting as a "jargon-buster" between users and technical IT teams.
5. **Digital security & risk:** Support and promote the safe and secure use of digital tools, ensuring staff follow group policies regarding data protection and AI ethics.
6. **Data awareness:** Collect and organise training feedback and tool usage data to help the team assess the impact of digital innovation activities.

#### **GENERAL LUMINATE EDUCATION GROUP RESPONSIBILITIES FOR ALL STAFF:**

- Maintain and update knowledge of the subject/professional area and co-operate in any staff development activities required to effectively carry out the duties of the post.
- Comply with safeguarding procedures, including the promotion of the welfare of children and vulnerable adults.
- Comply with all relevant policies and procedures.
- Act with honesty and integrity to maintain high standards of ethics and professional standards.
- Use and promote relational practice approaches.
- Comply with all legislative and regulatory requirements.
- Promote a positive image of the Luminate Education Group and member organisations.
- Any other duties commensurate with the level of the post, which may be required from time to time.
- Embody the group's values:

##### **Kindness**

*Creating communities where people can be authentic and true to themselves with support, trust and guidance from those around them*

##### **Ownership**

*Using our robust business planning model to allow areas to have clear ownership over their vision and performance*

##### **Enjoyment**

*Fostering environments that enable staff and students to be brave, interact and have fun*

##### **Collaborative**

*Proactively seeking opportunities to create synergies and positive outcomes for all*

##### **Passion**

*Encouraging all to have aspiration and passion in everything they do.*

##### **Creative**

*Always hungry to learn and looking ahead so we can be responsive*

## Person Specification

|                   |                                      |
|-------------------|--------------------------------------|
| <b>Job Title:</b> | <b>Digital Innovation Apprentice</b> |
| <b>Department</b> | <b>Digital Innovation Apprentice</b> |

The specific qualifications, experience, skills and values that are required for the role are outlined below. You should demonstrate your ability to meet these requirements by providing clear and concise examples on the application form. Each criteria is marked with whether it an essential or desirable requirement and at which point in the recruitment process it will be assessed.

Methods of Assessment:

A = Application Form, I = Interview, T = Test or Assessment, P = Presentation,  
C= Certificate, MT = Micro Teach

| Qualifications and Attainments |                                                                              |                         |
|--------------------------------|------------------------------------------------------------------------------|-------------------------|
| Essential (E)<br>Desirable (D) | Criteria                                                                     | Method of<br>assessment |
| E                              | Q1. Good general education at Level 2 or above including English and Maths.  | A / C                   |
| E                              | Q2. Complete the Level 3 Digital Support Technician Apprenticeship.          | A / I                   |
| D                              | Q3. Google Educator L1 & L2 and Trainer or willingness to work towards this. | A / I / C               |

| Experience and Knowledge       |                                                                                             |                         |
|--------------------------------|---------------------------------------------------------------------------------------------|-------------------------|
| Essential (E)<br>Desirable (D) | Criteria                                                                                    | Method of<br>assessment |
| E                              | EK1. A genuine passion for technology and its potential to transform education.             | A / I                   |
| E                              | EK2. Basic proficiency with digital tools (e.g. Google Workspace, Microsoft 365, or Canva). | A / I                   |

|   |                                                                                                                                                                            |           |
|---|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| D | EK3. Experience in creating simple digital content (videos, guides, or social media).                                                                                      | A / I / T |
| E | EK4. Basic understanding of data security principles, cybersecurity awareness, and the importance of confidentiality/legislation (such as GDPR) in an educational setting. | A / I     |
| D | Basic understanding of cloud vs. local storage and how hardware, operating systems, and software systems interact.                                                         | A / I     |

| Skills and Competencies        |                                                                                                                                    |                      |
|--------------------------------|------------------------------------------------------------------------------------------------------------------------------------|----------------------|
| Essential (E)<br>Desirable (D) | Criteria                                                                                                                           | Method of assessment |
| E                              | SC1. Ability to explain technical concepts in simple, everyday language.                                                           | I / P                |
| E                              | SC2. A "can-do" attitude when faced with technical hurdles.                                                                        | A / I / T            |
| E                              | SC3. Strong interpersonal skills with the ability to lead with empathy.                                                            | I / T                |
| D                              | SC4. Evidence of a proactive, independent approach to learning and mastering new software or technical skills.                     | A / I                |
| D                              | SC5. Good judgment to know when to solve a digital issue independently and when to escalate it to the specialist or core IT teams. | I                    |

| Behavioural, Values and Ethos  |                                                                                                  |                      |
|--------------------------------|--------------------------------------------------------------------------------------------------|----------------------|
| Essential (E)<br>Desirable (D) | Criteria                                                                                         | Method of assessment |
| E                              | B1. Support and promotion of equality, diversity and inclusion                                   | A/I                  |
| E                              | B2. Promotion of a safe environment for children, young people and vulnerable adults to learn in | I                    |
| E                              | B3. Commitment to the PREVENT agenda                                                             | I                    |
| E                              | B4. Commitment to professional standards                                                         | I                    |

|   |                                                   |   |
|---|---------------------------------------------------|---|
| E | B5. Commitment to restorative practice approaches | I |
|---|---------------------------------------------------|---|