The Alan Turing Institute

SKILLS OFFICER - BridgeAI

THE ALAN TURING INSTITUTE

There has never been a more significant time to work in data science and AI. There is recognition of the importance of these technologies to our economic and social future: the so-called fourth industrial revolution. The technical challenge of keeping our data secure and private has grown in its urgency and importance. At the same time, voices from academia, industry, and government are coming together to debate how these technologies should be governed and managed.
The Alan Turing Institute, as the UK's national institute for data science and artificial intelligence, plays an important part in driving forward advances in these technologies in order to change the world for the better.

The Institute is named in honour of Alan Turing, whose pioneering work in theoretical and applied mathematics, engineering and computing is considered to have laid the foundations for modern-day data science and artificial intelligence. The Institute's purpose is to make great leaps in data science and AI research to change the world for the better. Its goals are to advance world-class research and apply it to national and global challenges, build skills for the future by contributing to training people across sectors and career stages, and drive an informed public conversation by providing balanced and evidence-based views on data science and AI.

After launching in 2015 with government funding from EPSRC and five founding universities, the Institute has grown an extensive network of university partners from across the UK and launched a number of major partnerships with industry, public and third sector. Today it is home to more than 500 researchers, a rapidly growing team of in-house research software engineers and data scientists and a business team.

ROLE PURPOSE

The Institute is recruiting a Skills Officer to coordinate our learning offer as a key delivery partner on the BridgeAI project, and more broadly part of the Online Learning Platform. The Skills Team was formed in 2021 and we lead on several projects to advance our Institutional goal focused on *Build Skills for the Future.* In delivering our strategic objectives, we create placement and knowledge exchange programmes, we offer opportunities to learn and apply skills, and we engage directly with businesses, organisations and government bodies to support AI adoption and to inform relevant Skills work. In 2023 the Institute launched its Strategy (more information here) and as we are currently at the implementation phase of Turing 2.0, it is an exciting time to join the team and the Institute more broadly.

We are looking for an individual to bring in new ideas and experience to the team, working with academic, government and industrial partners, internal teams and end users to develop and deliver Skills programmes. Candidates for this role can come from an e-learning or industry background, and they should have an interest in how data science and AI are changing society and our ways of delivering impact. Typical responsibilities include design, development and evaluation of our learning offer and infrastructure, engaging with a diverse range of stakeholders and managing complex partnerships and collaborations. They will have a desire to create learning environments and opportunities in which our communities can identify their skill gaps and access opportunities to strengthen and grow their skills. We are looking for an individual with experience in stakeholder engagement, learning intervention design and skills needs analysis. Most important, we are looking for an individual willing to innovate and who thrives in dynamic environments adopting agile ways of working.

The successful candidate will be joining the Skills Team and they will be line managed by the Skills and Training Manager while working with other teams across the Institute: Research Community Managers, Programme Management and Partnerships. They will report to the Head of Skills and the Director of Partnerships in a matrix-management setup. The Skills Team is a central Turing resource, and it is connected with a number of teams including Partnerships, Programme Management Unit, Tools, Practices and Systems Programme as well as the Research Software Engineering Group. All Skills Officers are expected to increase links across the institute and to build connections with the wider Turing community and our Skills collaborators and partners. They will engage externally with Innovate UK (part of UKRI), project partners (see below), as well as a range of suppliers and skills content developers.

About BridgeAI

BridgeAI is a major new initiative at The Alan Turing Institute. Funded by Innovate UK, the BridgeAI programme is aimed at accelerating the adoption of AI technologies in sectors with "high growth potential" across the UK including construction, transport, agriculture and creative industries. We will achieve this ambitious goal by building an innovation network to increase both demand and supply-side capability in Small and Medium Enterprises (SMEs), developing end-user-driven AI technologies and addressing systemic barriers that currently limit AI adoption.

The Alan Turing Institute is a delivery partner in the BridgeAI programme alongside Digital Catapult, The Hartree Centre and the British Standards Institution, which provides access to upskilling, mentoring and training opportunities to build up data science and AI capabilities across the target sectors. The Turing-hosted opportunities include:

- **Provision of independent scientific advice** to accelerate scientific and techno/sociotechnical support for organisations involved with BridgeAI.
- **Delivery of AI skills and trainings** designed and curated to develop AI capabilities in the target sectors.
- **Mentorship and cross-sector learnings through The Turing Way Practitioner Hub** to engage, upskill and support stakeholders in promoting best practices in data science and AI.
- **Sector specific engagements with the AI Standards Hub** to deliver activities and resources on standards to build a better understanding of the UK's AI governance and regulatory environment.

About the Online Learning Platform

The Turing's Online Learning Platform is one of the main engagement pathways with learners, educators and Skills partners across the Turing ecosystem. Launched at AIUK 2023, the public-facing Skills platform hosts a suite of Responsible AI courses and related topics, and it has drawn 3000+ active users in the first year. The courses and learning activities residing on the platform are free of charge, open access and aimed at a range of learner levels, enabling the Turing to reach a wide international audience and to provide a platform to support the learning needs of a number of Turing projects including the AI Standards Hub, the Data Study Groups and BridgeAI. In commissioning learning content, we work with subject matter experts from across academia, industry and third sector to develop engaging, accessible and self-paced learning opportunities.

DUTIES AND AREAS OF RESPONSIBILITY

At the team level, we are looking to build capacity in the strategic priority areas under the *Build skills for the Future* goal. A Skills Officer works on multiple projects concurrently, while having full ownership of an area of work or larger project aligned with their skills, knowledge and interests, and ensuring at the team level they are able to cover all required business needs.

Areas of responsibility for this role include:

- Using the Turing's Online Learning Platform, design and deliver an exciting skills and training programme aimed at supporting UK businesses to harness the power of AI.

- Design, consult and coordinate delivery of learning interventions for businesses, primarily aimed at supporting AI adoption in BridgeAI high-growth potential sectors such as agriculture and food processing, construction, creative and transport, logistics and warehousing:

  ▪ Based on the AI Skills for Business Framework, and in consultation with the target audience and internal and external stakeholders, design suitable learning interventions.

  ▪ With input from internal and external content experts, coordinate and deliver learning interventions for the target audience, e.g. Online Learning Platform-based blended learning courses, creation of industry case studies / use cases, peer-workshops and round table discussions.

- Work with the wider team and relevant stakeholders to build learning pathways for different user personas, aiming to make learning interventions more findable, accessible, interoperable, and reusable (FAIR).

- Be the first point of contact for Turing BridgeAI Skills and Training queries for delivery partners and (potential) participants. Lead on the coordination of skills delivery partners.

- Manage operational processes pertaining to the Turing's Online Learning Platform including the following:

  - Day-to-day management, being accountable for troubleshooting and a smooth user experience.

  - Run monthly evaluation and usage reports, engage with the platform provider and pro-actively deal with areas of concern.

  - Manage the lifecycle of content development from project scoping to running open tenders for commissioning the development and delivery of learning courses and activities, to evaluation and continuous monitoring of learner engagement.

  - Develop and implement quality assurance frameworks (user experience surveys, course content reviews, learner surveys etc.) prior to and after learning activities being published.

  - Build strategies to increase engagement with the learner communities around the key learning themes.

  - Support content developers in using the platform effectively and to its full capability, signposting to relevant guidelines, templates and resources.

  - Support and implement an agreed plan to ensure steady growth of the e-learning platform, its user-base and the learning contents by working with community contributors and content developers.

- Manage 1-2 medium complexity skills projects (BridgeAI, Online Learning Platform) at different maturity stages and involving a range of stakeholders, from end users to funders and senior management:

  - Facilitate discussions and / or make decisions relating to operational processes and ensure smooth running according to the agreed project roadmap and to support key performance indicators / impact metrics.

  - Draft and update documentation to ensure that resources, processes and guidelines are easy to find for new starters and existing team members alike.

  - Manage the project budget, process payments and forecast expenditure ensuring cost effective approaches.

  - Assess and monitor risk, keep records and be accountable of anticipated risks and relevant mitigations, and escalate as required.

  - Coordinate project-relevant meetings, aiming to bring together stakeholders to meet on a regular basis and to build trust and accountability.

  - Represent and champion the project in meetings and appropriate opportunities, such as the annual conference AIUK or team-tour meetings.

  - Ensure compliance within the project and appropriate documentation in place, such as data protection and equality impact assessments, ethics approvals, and other Turing or project specific compliance requirements.

- Engage with a range of stakeholders (e.g. BridgeAI delivery partners, internal Turing senior management, suppliers) to ensure the programmes and learning interventions under the role remit continuously reflect community needs:

    ▪ Proactively engage in consultations and scoping discussions for prospective collaborations, ensuring a constant pipeline of partnerships with regards to developing learning contents and interventions.

    ▪ Manage various aspects of Skills collaborations with industry, government and academic partners – deliverables can include development of new learning opportunities, working with partners to deliver learning interventions as well as landscape mapping and needs analysis for target audiences.

    ▪ Represent the team in relevant meetings and committees ensuring ongoing alignment and negotiation between stakeholders towards a clear end goal.

    ▪ Maintain ongoing communication and successful relationships with relevant stakeholders including suppliers, subject matter experts, funders as well as internal Turing teams.

- Design, organize and facilitate innovative, inclusive events - remote and in-person - for a broad range of community members and collaborators of BridgeAI. These can range from small group-focused meetings, through 'coffee chats' to build engagement in the community, networking and showcase events, to collaborative contribution events such as hackathons, documentation sprints, or design scoping workshops.

- Build, deliver and / or signpost to ongoing opportunities for the communities under the role remit to nurture the community, and to create engagement pathways to the BridgeAI wider network. Together with the team and the wider organization, ensure there is appropriate infrastructure and processes to offer two-way engagement prior and post events taking place.

- Communicate Skills-related topics to colleagues and external partners by preparing and presenting reports, blog posts, organising and delivering presentations, and taking an active role in meetings and discussions. Communications may be synchronous or asynchronous, remote or in person, and must be prepared at the appropriate granularity of detail for the audiences.

    ▪ Collect data, draft reports as per the project needs, and be accountable for the following: Manage promotional campaigns for BridgeAI and the Online Learning Platform, track engagement and feedback, and make data informed decisions relating to the project delivery.
    ▪
    ▪ Design evaluation approaches, based on team templates and in line with the project goals, collate and analyse data, and act on the findings to ensure ongoing improvement.
    ▪
    ▪ Continuously seek to develop communication to highlight outputs and impact delivered through the skills interventions under each project (blog posts, impact stories, learner spotlight series etc).

- Be and active member of the Skills Team and of the Turing community – this includes but is not limited to:

    ▪ Support the team as per business needs to ensure resilience and capacity, particularly where there is a resource gap.

    ▪ Build productive relationships with other Turing teams and collaborators.

    ▪ Adhere to tested tools, practices and systems adopted by the team, while seeking to actively contribute to improving our ways of working.

    ▪ Embody transparent and collaborative working, for example, by using GitHub project boards, Slack, Teams open channels etc.

▪ Promote open science and collaborative work, capitalising on the expertise of our communities to co-design and contribute to our skills opportunities and our engagement platforms.

▪ Work towards ensuring accessibility, inclusion, outreach and widened participation for our activities and resources.

▪ Be an active contributor to wider skills activities at the Turing, and work towards ensuring our projects are clearly communicated, visible to the public or relevant stakeholders, and offer ways to engage with the project team.

▪ Promote and reinforce the code of conduct in all events and opportunities, acting as a first point of contact for any issues under the role remit, and escalate appropriately.

▪ Uphold the Turing values and our principles, and actively contribute to the strategical objectives of the Skills Team, and those of the Turing Institute more broadly. Share the responsibility of embedding our ethical values in Skills processes and outputs and promote equitable and inclusive practices in Skills projects.

Please note that job descriptions cannot be exhaustive, and the postholder may be required to undertake other duties, which are broadly in line with the above key responsibilities. This job description is written at a specific time and is subject to changes as the demands of the Institute and the role develop.

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PERSON SPECIFICATION		
Skills and Requirements Post holders will be expected to demonstrate the following:	**Essential (E)** **Desirable (D)**	**Tested at application (a)** **Tested at interview (i)**
Education/Qualification		
Specialist qualification or relevant experience in e-learning / online learning.	D	A/I
Graduate or postgraduate degree in a discipline which provides a good basis for understanding the research & innovation areas of the Institute or equivalent work experience.	E	A
Knowledge and Experience		
Comfortable communicating and successfully engaging with a range of different audiences, from senior collaborators, internal and external experts to learners at different career stages. Experience with engaging multiple stakeholders within projects, ensuring the needs of each stakeholder are defined and accounted for in relevant activities.	E	A/I
Experience in managing complex projects with competing deadlines, and a range of time-bound deliverables and outcomes.	E	A/I
Experience in facilitating group sessions and / or roundtable discussions for a range of audiences (including direct users and educators).	E	A/I
Ability to gather data rigorously and to conduct robust analysis, questioning assumptions and existing knowledge. Reports findings to wider community and is able to withstand challenge by relying on evidence gathered and processes used for analysis.	E	A/I
Track record in successful design, planning and delivery of showcase and / or networking events.	E	A/I
Experience in assessment of quality and impact assessment of learning interventions, and proven track record of acting on feedback.	E	A/I
Experience in conducting skills needs analysis assessments using surveys, user research methods and / or stakeholder consultations, and reporting accurately and clearly the results.	E	A/I
Working knowledge of content creation / curation on online learning environments e.g., Moodle or other LMS.	E	A/I
Experience in community management or working with and building engagement with specific user communities.	D	A/I
Experience or a demonstrated interest in open science and open training through working knowledge of good open science practices or through supporting individuals to reuse and adapt learning materials.	D	A/I
Experience in using relevant data science tools such as GitHub for project and community management, Slack for collaboration and community building, Zenodo,	D	A/I

Miro and other business tools (e.g., Customer Reference Management, Grant Management).		
An interest in and appreciation of challenges and incentives facing stakeholders across the AI and Data Science research and innovation ecosystem.	D	A/I
Experience in development, delivery or support of learning activities, or of working in a higher education or other professional setting.	D	A/I
Knowledge and experience of setting up and / or maintaining user-facing engagement platforms (including the setup of processes, branding and technical aspects).	D	A/I
Experience working in domain-specific and multidisciplinary projects related to agriculture and food processing, construction, creative and transport, logistics and warehousing.	D	A/I
Communication		
Excellent communication skills in written and spoken forms and a solid understanding of tailoring the communications to different audiences and different engagement platforms.	E	A/I
Service Delivery		
Ability to analyse stakeholder requirements and provide a high level of service when responding to queries.	E	I
Proactive in identifying trends and recommending changes to improve service.	E	I
Ability to follow protocols and standard operating procedures to ensure consistency and compliance across our projects.	E	A/I
Able to provide training on standardised tasks or procedures.	D	A/I
Liaison and Networking		
Proven ability in active collaboration and promotion of collaborative achievements. Proven ability in networking within an organisation to share knowledge.	E	A/I
Other Requirements		
Commitment to EDI principles and to the Organisation values	E	I

OUR VALUES

The Alan Turing Institute is committed to equality diversity and inclusion and to eliminating discrimination. All employees are expected to embrace, follow and promote our EDI Principles and Our Values.

Our values

Trust
We create an environment where we have trust and can be trusted

Inclusivity
We expect our Turing community to contribute to a culture that is inclusive and free of barriers

Respect
We all have different roles, priorities and challenges but our shared purpose is the same

Leadership
Leadership is everyone's business; Turing leaders set the right tone and lead by example

Transparency
Everyone should understand the how and the why of our decisions and actions

Integrity
We are all ambassadors for the Turing's mission of changing the world for the better

APPLICATION PROCEDURE

If you are interested in this opportunity, please click the apply button below.
You will need to register on the applicant portal and complete the application form including your CV and cover letter (maximum 800 words) highlighting what skills and experience you would bring to the team, and your alignment to the role skills and requirements. We are looking for diverse candidates with a breath of skills and we encourage you to emphasise on your particular candidate profile, and what makes you stand out. We encourage you to use headings or formatting to subdivide your cover letter.

We are advertising a different role in the team (Skills Officer -DSG), both roles will be shortlisted at the same time after the closing date. On your cover letter, please indicate if you wish to be considered for both roles.

If you have questions about the role or would like to apply using a different format, please contact us on 020 3862 3536 or email recruitment@turing.ac.uk.

CLOSING DATE FOR APPLICATIONS: 9 July 2024 at 23:59

TERMS AND CONDITIONS

This full-time post is offered on a fixed term basis until March 2026. The annual salary is £39,189 to £41,097 plus excellent benefits, including flexible working and family friendly policies, https://www.turing.ac.uk/work-turing/why-work-turing/employee-benefits

EQUALITY, DIVERSITY AND INCLUSION

The Alan Turing Institute is committed to creating an environment where diversity is valued and everyone is treated fairly. In accordance with the Equality Act, we welcome applications from anyone who meets the specific criteria of the post regardless of age, disability, ethnicity, gender reassignment, marital or civil partnership status, pregnancy and maternity, religion or belief, sex and sexual orientation.

We are committed to making sure our recruitment process is accessible and inclusive. This includes making reasonable adjustments for candidates who have a disability or long-term condition. Please contact us at adjustments@turing.ac.uk to find out how we can assist you.

Please note all offers of employment are subject to obtaining and retaining the right to work in the UK and satisfactory pre-employment security screening which includes a DBS Check.

Full details on the pre-employment screening process can be requested from HR@turing.ac.uk***.***