

Job Description

Job Title: Business Systems Trainer
 POSCODE: Business & Digital Systems
 Grade: SO1 /SO2

Overall purpose of the job

This role reports into the Training Team Leader.

The Business Systems Trainer is responsible for the development of training materials and methods of delivery, primarily online, e-learning and blended learning, across Cambridgeshire County and Peterborough City Councils.

The primary focus for the role is to be fluent in appropriate tools to enable e-learning in any sector of the organisations, and in a few cases, to plan and deliver appropriate and consistent Virtual Instructor Led Training (VILT) so that both Councils obtain optimum value from their IT systems.

The post holder will also contribute to the development and delivery of the Council’s IT training strategy.

Main accountabilities

| Main Accountabilities | |
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| 1. | <p>Development and Delivery</p> <ul style="list-style-type: none"> • Develop and maintain high quality training resources, such as training materials, guidance and user documentation, that reflect a range of blended learning approaches focussing on e-learning, and virtual instructor led training in order to support and enhance IT learning by staff • High level of expertise and skills in the use of the tools to develop e-learning materials. • Maintain a broad level of knowledge in relevant business processes in order to inform the development and change of IT processes and to support training programme development and delivery. • Responsible for the organisation of system training sessions including the method of delivery, arranging dates, venues, take up, monitoring progress, quality and evaluation, with the focus on virtual instructor led training (VILT) and e-learning. • Research and develop IT systems training resources for service specific IT systems in order to ensure the provision of consistent and appropriate programmes for staff so that they may fully utilise systems that support their operational activities. • Ensure that training includes the principles of good data input practice appropriate to the different functional teams and is in accordance with agreed standards in order to support maintenance of data quality throughout the specific service systems. • Support a network of super users and be a point of liaison throughout the relevant services in order to communicate and promote best practice. • Where appropriate, attend learning and development meetings with partners and stakeholders, as a front-line representative of the IT Training team. These can be at local, regional and national level. |

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| | <ul style="list-style-type: none"> • Maintain relationships with services to scope and design new training and review existing training offers |
| 2. | <p>Customer Care</p> <ul style="list-style-type: none"> • Monitor and evaluate the outcomes from e-learning or training in order to ensure that relevant feedback influences programme and course design and leads to gains in performance, a return on investment and the continual improvement of IT training. • Maintain a customer service culture that continuously provides exceptional customer service evidenced through customer feedback / customer satisfaction surveys. |
| 3. | <p>Communication and Engagement</p> <ul style="list-style-type: none"> • Carry out requirements analysis with services, and maintain communication with the customer on future training needs • Ensure you don't become a single point of knowledge and share any service specific training developments with colleagues in the Training team. • Ensure any training materials developed are shared with the team and users, which should be regularly reviewed on an agreed programme of activity. • Demonstrate effective verbal and written communication with the ability to adapt communication style to suit customers needs. • Implement 'train the trainer' solutions as required through a network of super users/champions. |
| 4. | <p>Forecast and Planning</p> <ul style="list-style-type: none"> • Using a variety of sources, undertake training needs assessments of service areas as required in order to properly identify and quantify their IT training and development needs and target resources • Schedule regular sessions with ITDS Support teams and Service Teams to ensure you are abreast with future developments within services and the IT systems to schedule training requirements and developments. • Contribute to IT systems projects as needed in order to support Council training plans, including supporting and user acceptance testing, producing appropriate e-learning material as required. |
| 5 | <p>Additional Accountabilities</p> <ul style="list-style-type: none"> • Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post. • Continually develop and maintain a focus on virtual instructor led training (VILT), e-learning online learning, in order to support and enhance IT learning by staff. • Manage and support specific allocated projects in order to define requirements, develop and deliver training for new products and services and so facilitate the authorities obtaining optimum benefit from their investment in IT. • Be a team player, and also be able to work independently and manage your own workload. • Ability to travel within the county if required. |
| 6. | <p>Health & Safety:</p> |

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| | <ul style="list-style-type: none"> • Ensure the Team and its activities are in full compliance with both Councils legislative Health & Safety policies and guidance. |
| 7. | <p>Equal Opportunities</p> <ul style="list-style-type: none"> • To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs. |
| 8. | <p>Linked Grade Progression</p> <ul style="list-style-type: none"> • This is a linked grade post. To move from SO1 to SO2 the post holder must to be able to demonstrate continuous improvement, measured by relevant SLA's and customer feedback. |

Person Specification

Qualifications, knowledge, skills and experience

| Qualifications Required | Subject | Essential/ Desirable |
|--|----------------|---------------------------------|
| HNC; HND NVQ level 4 or equivalent. Or equivalent relevant experience. | | Essential |
| Demonstrate a good level of general education/experience equivalent to 'A' Level standard in English or equivalent. | | Essential |
| Possess recognised learning and development qualification (for instance PTLLS or NVQ at level 3 or 4 or equivalent, CIPD L&D). | | Essential |
| Good standard of IT literacy, particularly MS Office 365. | | Essential |

| Identify | Describe | Essential/ Desirable |
|-------------------------------|--|---------------------------------|
| Knowledge & Skills | | |
| | Good understanding of Microsoft systems and excellent general IT competence. | Essential |
| | Knowledge of training skills and needs analysis. | Essential |
| | Knowledge and experience of working in a training role with a sound grasp of e-learning, VILT and alternative training methods and delivery. | Essential |
| | Knowledge of training skills and needs analysis | Essential |
| Experience | | |
| | Experience of how to exploit technologies to promote new ways of working, especially working with e-learning tools and systems | Essential |
| | Experience of working with and developing customer relationships within a variety of customer groups including the staff and partners who access county systems. | Essential |
| | Demonstrable experience in designing, delivering and evaluating Learning & | Essential |

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| | Development interventions (able to present information and promote learning and development to a wide-ranging audience). | |
| Equal opportunities | Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs. | Essential |
| Safeguarding | Ability to demonstrate an understanding of the safe working practices that apply to this role. | Essential |

Disclosure level

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| What disclosure level is required for this post? | None | Standard |
| | Enhanced | Enhanced with barred list checks |

Work type

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| What work type does this role fit into? | Fixed | Flexible | Field | Home |
|---|------------------|-----------------|-------|------|