Job Description for IT Trainer

Job Title	**IT Trainer**
Reports to	Head of Portfolio Management Office
General scope of post	The IT and Applications Trainer is responsible for identifying training needs, producing up to date training materials and designing and delivering engaging training for a range of IT applications used throughout the Trust. The post holder will have strong interpersonal skills and a demonstrable enthusiasm for teaching. They will be a person who stays up to date with current digital training trends and provides creative ideas about how these can be successfully applied throughout the Trust. They will actively work with suppliers to ensure training reflects the abilities of the applications/systems. This role will support employees across our regions namely Gloucestershire, Lincolnshire, Oxfordshire, and Wiltshire. Initially this role will work on projects before moving into business as usual tasks.
Key Accountabilities	• Working collaboratively with colleagues to understand the training needs for systems and applications in use in the Trust. • Develop skills matrices identifying requirements by role including refresher needs • Assist the Trust to identify and prioritise training needs in relation to new and future software, and identifying the best delivery method for each development need. • Develop appropriate and relevant training to support the induction process of relevant employees • Support the Business Change team in delivering training for new IT based projects • Design and deliver engaging IT training solutions, which will assist employees to learn how to use software such as Office 365, finance systems, care planning and rostering systems, HR and recruitment systems and other related systems. • Making the best use of 'off the shelf' IT e-learning courses that are either freely available or through content providers • Evaluating the effectiveness of training and learning outcomes. • Producing and maintaining up to date training materials, such as quick reference guides, intranet posts, short e-learning demos, webinars and trainer scripts. • Mentoring and upskilling other colleagues in the subject matter, content, and course delivery techniques. • Raising awareness and promoting training to different groups of staff during face to face meetings, presentations and events. • Staying up to date with current training design and delivery trends and providing creative ideas as to how these could be successfully tailored and applied in the Trust. • Providing excellent customer service to all employees in a way that will motivate and empower them to develop their digital skills. • Be flexible and responsive to the different training needs of employees across the Trust, and be sensitive and considerate in how these are addressed. • Train new regional super users as and when required • Work with suppliers to develop and deliver training materials and courses that meet the needs of the Trust

	• Evaluate the training needs of system/application upgrades • Deliver the training requirements of any new system/application
Number of Direct Report	None
Financial Responsibility	None
Knowledge, skills & Abilities	• A strong applications/IT training record (minimum of two years). • Experience of working with employees at all levels of an organisation including supporting and training non IT literate users to be confident and literate users. • Experience of developing training programmes for in- house employees and delivering via multiple modes e.g. CBT, online, classroom etc. • Experience of leading and delivering a training programme for new systems/applications • Experience of working with a variety of relevant software applications and systems. • Experience of training people with varying degrees of IT knowledge and abilities. • Experience of producing online learning materials. • Demonstrable experience of supporting and training non IT literate users to be confident and literate users. • Experience of actively seeking feedback and adapting training delivery to respond to those requirements • Experience of leading and delivering a training programme for new systems/applications. • Experience of commercial training tools e.g. Captivate, Camtasia • Strong interpersonal skills to support our diverse workforce • Knowledge of Office 365, Windows 10 and SharePoint with particular emphasis on Outlook, Word, Excel, OneNote and OneDrive. • Knowledge of Adobe LMS suite or other video based learning systems. • Excellent presentation skills • Able to review system/application release notes to identify the training needs

ESSENTIAL	DESIRABLE
Qualifications: • Degree level • TAP Certified IT Trainer	• European Driving Licence or equivalent other IT based qualifications
Experience: • A strong applications/IT training record (minimum of two years). • Experience of working with employees at all levels of an organisation including supporting and training non IT literate users to be confident and literate users. • Experience of developing training programmes for in- house employees and delivering via multiple modes e.g. CBT, online, classroom etc. • Experience of leading and delivering a training programme for new systems/applications • Experience of working with a variety of relevant software applications and systems. • Experience of training people with varying degrees of IT knowledge and abilities. • Experience of producing online learning materials. • Demonstrable experience of supporting and training non IT literate users to be confident and literate users. • Experience of actively seeking feedback and adapting training delivery to respond to those requirements • Experience of leading and delivering a training programme for new systems/applications. • Experience of commercial training tools e.g. Captivate, Camtasia	• Experience in working in the care sector • Experience of Learning Management Systems (LMS) both commercial and free tools

Skills:
- Strong interpersonal skills to support our diverse workforce
- Knowledge of Office 365, Windows 10 and SharePoint with particular emphasis on Outlook, Word, Excel, OneNote and OneDrive.
- Knowledge of Adobe LMS suite or other video based learning systems.
- Excellent presentation skills
- Able to review system/application release notes to identify the training needs

- Knowledge of ColdHarbour Care system
- Knowledge of Coda
- Knowledge of HR and recruitment tracker systems
- Knowledge of Qlikview or other data analytical dashboards
- Knowledge and use of free tools

Interpersonal Skills:
- An organised self-starter, with good time management skills.
- Commitment to providing consistently high-quality services to IT service users.
- Able to form effective working relationships
- Excellent telephone manner
  Able to communicate technical issues to both technical and non-technical colleagues
- Can demonstrate strong interpersonal skills that engage the learner and is responsible and flexible to the needs of others.

- Customer services experience

Team Skills:
- Ability to work well within a team
- Excellent verbal and written communication, which can be adapted to the needs of the audience.
- Proven ability to empathise with customers and respond sympathetically to circumstances.
- Able to work to deadlines in a time sensitive environment
- Able to prioritise and manage own workload
- Ability to manage a varied workload, through effective time management
- Able to demonstrate initiative
- Able to work independently

Job Requirements: - Full driving license and access to a vehicle to use for business travel - Occasional nights away - Willing to work reasonable additional hours as required, occasionally out of hours - Willing to attend homes / meetings / training courses as required.	