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| **Job Title:** | Digital Trainer | **Date:** | 24/09/2021 |
| **Reporting Line:** | Digital Training and Support Team Leader | **Salary:** | 6 |
| **Team:** | Digital Services | **Business Area:** | Digital Services - ICT |

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| JOB PURPOSE |
| The Digital Trainerwill develop and implement a training strategy to ensure effective training for users of systems and technology used by GMCA, developing best practice guidance documentation and associated training materials. |

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| **KEY RELATIONSHIPS** |
| Work with key stakeholders:* Colleagues in the GMCA
* System Administrators and System Owners across GMCA
* Third party suppliers
* Project Managers
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| **KEY RESPONSIBILITIES**  |
| **Main Responsibilities – Role Specific:** **Digital Training:*** Determine user training requirements for Digital systems and technology used by GMCA
* Plan, design and deliver training courses, including the production of all associated documentation.
* Design, develop and deliver training using a variety of learning technologies to address learning needs and styles appropriate to the system / subject area for example using:-
	+ Webinars
	+ E-Learning
	+ Use of videos for training purposes
	+ Performance Support
	+ Micro learning
* Provide ongoing support to users virtually and face to face.
* Develop evaluation mechanisms for systems training programmes and use feedback to inform development of programmes.
* Work alongside Digital team members to identify emerging training needs and use feedback to inform development of training programmes.
* In collaboration with Digital team members identify any recurring data entry issues and devise appropriate training solutions.
* Promote the ‘train the trainer’ concept and ensure appropriate support and guidance is provided when systems changes occur.
* Play a key role in project teams, delivering to agreed timescales
* Project manage training related initiatives
* Play a key role in the testing of systems and applications and provide feedback to ensure the end product delivers the best possible user experience
* Facilitate workshops and user groups to promote best practice and to capture user feedback that can be used to improve digital systems
* To play a key role in the creation and development of digital literacy programmes to ensure colleagues across GMCA have the digital skills required now and, in the future,
* To play a key role in the development digital literacy needs analysis across GMCA to ensure the needs of our users are met
* Keep abreast of new and emerging technologies to ensure that training delivery remains effective.
* Demonstrated ability to balance multiple projects concurrently in a fast-paced, deadline-driven environment

 **Main Responsibilities – Directorate Specific**:* Provide a first point of contact, proactively responding to basic ICT and Systems related activity queries in a timely manner through various communication channels (telephone, email, letter, via system) and escalate to line management where appropriate.
* Build effective relationships with the broader team, working collaboratively across the directorate.
* Communicate effectively to ensure all relevant stakeholders are informed and up to date with relevant information, statuses and progress.
* Produce, monitor and input accurate information into the relevant systems ensuring all data is up to date and inputted in a timely manner
* Accurately prepare documentation, communications and information including letters, emails, contracts and records.
* The role holder will work collaboratively across the directorate engaging with internal customers, clients and stakeholders to provide internal focused consultancy, support and guidance.
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| **KNOWLEDGE, SKILLS AND EXPERIENCE** |
| **Key Requirements****Education, qualifications and associations****Essential*** Recognised qualification in learning & development or an ICT discipline
* GCSE A-C English / Math’s
* Understand of Microsoft Office products

**Desirable*** ITIL Foundation Certificate

**Specialisms*** Knowledge and experience of using e-learning creation software such as Articulate and Camtasia.
* Knowledge of administration of a learning management system
* Performance Support
* Micro learning

**Essential knowledge and experience*** Demonstrable experience of delivering excellent customer service
* Demonstrable knowledge and experience of providing administrative support
* Experience of using current Digital systems and technology such as Office 365
* Proven track record in delivering user training for systems, applications and technology
* Demonstrable knowledge in the creation of e-learning packages
* Minimum of three years working in a digital training environment
* Experience of delivering to set deadlines and changing priorities

**Essential Skills & Behaviors*** Excellent relationship management skills with demonstrated ability to develop effective relationships with key stakeholders and colleagues
* Well-developed verbal and written communication skills, including report-writing and presentation
* Flexible and adaptable approach
* Excellent ICT skills – experience of Office 365
* Attention to detail, ability to work under pressure and good communication skills
* Methodical approach and ability to prioritise workloads
* Ability to build strong and trusting relationships with clients, customers and colleagues
* Clear focus on delivering positive outcomes
* Resilience and the ability to navigate through difficult situations
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**Corporate Duties**

Promote and role model behaviours that ensure no discrimination against your fellow employees, or potential employees on the grounds of their sex, sexual orientation, marital status, race, religion, creed, colour, nationality, ethnic origin or disability.

Safeguard at all times confidentiality of information relating to existing and former colleagues.

Refrain from smoking in any areas of Service premises.

Adhere to all relevant Service Policies and Procedures, behaving in a manner that reflects this.

**Records Management/ Data Protection -** As an employee of the Service, you have a legal responsibility for all records (including employee health, financial, personal and administrative) that you gather or use as part of your work with the Service. The records may be paper, electronic, microfiche, audio or videotapes. You must consult your manager if you have any doubt as to the correct management of the records with which you work.

**Confidentiality and Information Security -** As a Service employee you are required to uphold the confidentiality of all records held by the Service, whether employee records or Service information. This duty lasts indefinitely and will continue after you leave the Service employment. All employees must maintain confidentiality and abide by the Data Protection Act.

**Data Quality -** All staff are personally responsible for the quality of data entered by themselves, or on their behalf, on the Service’s computerised systems or manual records (paper records) and must ensure that such data is entered accurately and, in a timely manner to ensure high standards of data quality in accordance with Departmental protocols.

To ensure data is handled in a secure manner protecting the confidentiality of any personal data held in meeting the requirements of the Data Protection Act 1998

**Health and Safety -** All employees of the Service have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Service to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the Service’s undertakings.

**Service Policies -** All Service employees must observe and adhere to the provisions outlined in these policies.

**Equal Opportunities -** The Service provides a range of services and employment opportunities for a diverse population. As a Service employee you are expected to treat all employees / partners / members of the public and work colleagues with dignity and respect irrespective of their background.

**NB:** This list of duties and responsibilities is by no means exhaustive, and the post holder may be required to undertake other relevant and appropriate duties as required