# IT Trainer

**Job Description**

As part of a major multi-year digital and organisational transformation programme for one of the UK's leading Social Care organisations (~2,000 FTEs), we are looking for IT Trainers to be part of the central programme team.

This role will be on a Fixed Term Contract or a secondment opportunity for internal candidates and either on a part-time or full-time (37.5 hours a week) basis, for 12 months with the potential to extend into a more permanent role. The salary range for this role will be between £25,970 – £31,484, pro-rated for part time hours, dependent on experience plus benefits and 25 days annual leave (plus bank holidays).

We are looking to recruit to roles to provide site-based training for staff based in London and the Southeast, as well as Milton Keynes, Bedfordshire, Nottingham, Sheffield and Wakefield. The role will require travel and possibly overnight stays to deliver face-to-face training and/or visiting services/offices. After the initial training programme design and planning we expect site-based training delivery will be on average 3 days per week for a full-time role, pro-rated for part-time.

This Digital Transformation Programme (DTP) will transform the way the organisation works over the coming 2 years or so, from operational front-line teams to supporting central functions. This will involve re-designing current processes and ways of working before selecting, piloting, and implementing new software and systems.

At the core of the new IT landscape will be a new digital care and support system, which will replace current paper and manual processes with digital solutions accessible on smartphones, tablets, and laptops/PCs. This will be supported by a new eRostering system, before the programme focuses on central systems and new ways of working (including HR, payroll, recruitment, and finance).

This is a fantastic opportunity to reshape the way in which one of the UK's leading Social Care providers operates, whilst being part of an experienced, dynamic, and friendly programme management team.

We are looking for dynamic IT Trainers to support the Training Programme to upskill the workforce through face-to-face training, e-Learning and a train the trainer model with the support of digital champions. You will have outstanding communication skills, and the ability to share knowledge and promote enthusiasm for digital change.

As a digital ambassador you will have a genuine desire to support staff in their learning and the ability and patience to teach individuals at all levels. You will be working collaboratively with the Senior IT Trainer, other members of the DTP team, as well as the L&D team.

You will need to have excellent training/coaching skills and be able to evaluate colleagues to gauge where skills and confidence are lacking. You will need to evidence the production of high-quality training materials and be able to create and follow detailed training scripts. You must have a good working knowledge of IT systems and applications (specifically MS Office, Teams and SharePoint).

# Key Responsibilities:

* Work with the DTP team to support the development and delivery of a blended (face to face and eLearning) 9–12-month digital skills training programme across a national workforce.
* Support the planning and preparation of learning materials for the training programme, covering general digital skills and the use of existing digital solutions and devices.
* Evaluate employee competences to gauge skills, confidence gaps and training needs.
* Deliver engaging virtual and site-based training building people’s confidence in digital skills and the use of technology.
* Support the development of eLearning materials, accessible guides and self- help materials.
* Conduct surveys to gauge the effectiveness of your training and that of the training program, feed this back to the DTP team and adapt your training techniques as appropriate.
* Track training attendance to ensure everyone has had training who needs to be trained.
* Evaluate training and continue to develop it based on colleagues’ feedback.
* Provide training, support and guidance to a network of Digital Enablers and Digital Champions who provide to support to colleagues and to act as change champions for the programme.
* Be an ambassador for digital change within Choice Support.
* Support the DTP team on change management activities and communications.

# Miscellaneous

* To perform all duties in accordance with the policies and procedures of the Choice Support Group and current Health and Safety at Work regulations.
* To undertake any other duties as appropriate to the post.
* This job description may be subject to review and change in consultation with the postholder.

# Requirements for the role:

Knowledge and Experience:

* At least 2 years’ experience of designing and delivering ICT/digital L&D training (ideally across diverse field-based workforces with diverse skills)
* Knowledge of core Microsoft IT and communications tools / apps: MS Office (Word, Excel, Outlook), Teams and SharePoint
* Experience of training material production including; training scripts, classroom and e-learning training materials
* Experience in delivering training and support via different approaches including; one-to-one, classroom, on-line, floorwalking and telephone support
* Knowledge of various training / L&D approaches

Soft skills:

* A friendly, approachable and collaborative manner
* Creative and innovative thinking
* Excellent administrative skills, oral and written communication skills
* Strong relationship building skills
* Ability to problem solve and self-manage

Other preferred experience:

* Experience of planning or delivering training for front-line care / support systems, e-rostering and core central systems e.g. HR, payroll and finance
* Social care and/or community healthcare sector experience
* Experience of delivering training as part of a change programme

The position will be based at one of our key office locations, or from your home base if more appropriate.

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