Post Title:	Digital Productivity Team Leader
Grade:	7

Job Description

2.1. Purpose

The post holder will be responsible for designing and delivering a digital and IT skills training strategy, campaign and programme, as well as commissioning training from external suppliers which will be critical in supporting staff, students and academics in becoming digitally fluent. This is to drive up business operational performance through the use of digital tools.

The Digital Productivity Team Leader will take responsibility for the strategy & campaign development, delivery, presentation and communication of training and associated material to members of staff as well as providing advice on how to leverage the technology (either devices or Services provided by ITS). Again, this is to drive business operational performance through the use and application of digital tools.

They will line manage a team of Digital Trainers, ensuring that the team delivers pro-active training, advice and communication in order to ensure the organisation has the skills necessary to use the current and future services offered by IT, and thus enabling an increase on ROTI.

They will be responsible for developing a strategy and plan for assessing and improving digital literacy levels across our organisation through ongoing targeted campaigns and sessions across multiple channels.

2.2. Main Duties and Responsibilities

1. To identify training needs in relation to information and communications technology to improve overall business digital productivity. This includes the implementation of solutions to complement initiatives and to meet identified training and development needs.

2. Lead the creation, maintenance and delivery of a training strategy, campaign and plan, working with third parties where necessary to deliver the strategy and associated campaigns. This is primarily to drive digital business performance.

3. Produce and deliver training material for Services, via training sessions, well-targeted and concise communications, one to one support sessions and self-service content video or instruction based self-service content.

4. Carrying out regular staff induction training and carrying out training needs analysis across the group, by identify training and development needs through regular consultations with business managers and people team (HR).

5. Deliver training courses using a blended approach to staff and students. Design training and development programmes based on the needs of the Group and those of individual personnel, making a judgement on the cost/benefit to the business of any individual training sessions.

6. Amend training programmes proactively in order to adapt to changes occurring (or due to occur) in the work environment.

7. Review, collate and keep up to date all existing training material to present all Core Services' training consistently from a single central location.

8. Contribute to a knowledgebase for use by IT support teams consisting of, but not limited to, the production of frequently asked questions, online guides and on demand training materials.

9. Collect well-designed, pertinent and anonymous feedback from training events to inform and direct future events.

10. Communicate effectively with staff and students to ensure that people are kept informed of the current available training, and whether training is categorised as essential, recommended or optional.

11. Ensure that any essential IT training material is up-to-date and included in the main HR induction process.

12. Ensure that the team provides timely advice, communication and training when changes in the environment, procedures and technology affect customers.

13. Ensure that the team provides pro-active advice on how to use any of IT service provisions including devices.

14. Working in partnership with the other functional areas in ITS, support new business capabilities being rolled out from projects by supporting them through the provision of training and providing first point of advice to the affected business area whilst in transition mode.

15. Where necessary and cost-effective, work with line managers and trainers to meet specific training needs either on a one to one basis or in groups

16. Keep up with developments in training and communications by attending relevant courses and conferences

17. Take overall responsibility for the training packages and associated communications, gaining approval from IT Services Executive for substantial training packages or substantial changes to existing packages

18. Deputises for his/her line manager as required

19. Performing Development and Performance Reviews for the Digital Trainers

AND such other duties as are within the scope of the spirit of the job purpose, the title of the post and its grading.

2.3. Supervision Received

Line management is from the Head of Digital Transformation

2.4. Supervision Given

Lead Digital Trainers

2.5. Contacts

• IT Services staff, including Executive Team.

• University Group Leadership Team.

• Staff and students in other Schools / Support Areas of the University Group.

• External Suppliers and other education institutions.

3. Person Specification

ATTRIBUTES	ESSENTIAL	ADVANTAGEOUS
Education & Qualifications	• Qualified to degree level minimum or extensive experience.	• Training qualifications.
Knowledge & Experience	• Demonstrable experience of delivering training • Experience of preparing online engaging training material. • Experience of giving training to people with different ability levels • Experience in managing a team or deputising for team leader	• Experience of giving training in IT related Services. • Knowledge of ITIL from a knowledge management and transition perspective. • Experience in using SharePoint to build and publish content. • Experience of creating interactive training material, media content
Interpersonal Skills	• Excellent communication and interpersonal skills needed for liaison with others, at all levels within the University. • Ability to impart information and advice to colleagues and other contacts. • Good listening skills and empathy • Good oral communication skills. • Understanding and exemplary application of teamwork concepts. • Exemplary practitioner of customer care and teamwork. • Excellent stakeholder management with strong influencing and relationship building skills. • Outstanding organisational skills	Culture awareness: Understanding and experience in facilitation of training in foreign cultures.
Job-related Skills, Abilities & Competencies	• Excellent planning and organisational skills. • A demonstrably good problem-solving ability. • Ability to produce effective and concise training material.	

	• Ability to deliver training to staff with confidence and authority. • A mature professional approach coupled with personal drive and flexibility to complete tasks • Ability to motivate other staff.	
Other Requirements	• A mature, professional and self-motivating approach to tasks. • Able to work under pressure. • Ability to work flexibly and extended hours by agreement to meet tight, fixed deadlines or as required by service imperatives. • Ability to travel oversea for short period if required.	