Post Title:	Lead Digital Trainer
Grade:	6

Job Description

2.1. Purpose

The Lead Digital Trainers will undertake a key role to improve business performance, by use of digital tools, throughout the organisation and influence a cultural shift around the use of technology.

They will be responsible for the development, delivery, presentation and communication of specific training material and digital awareness campaigns to members of staff and students as well as providing advice on how to leverage the technology (either devices or Services provided by ITS). They will assess the skills and knowledge about IT systems that exist within the organisation to design and determine what training will be needed to grow and retain these skills and provide varying training solutions.

2.2. Main Duties and Responsibilities

1. Manages the design and delivery (either virtually or face-to-face) of training material and digital productivity campaigns for Core IT Business Services in line with the needs of the customer. This includes: development of virtual online courses, formal instructor led sessions, one–to-one coaching and support to staff and students to bring to life how digital tools can assist in a given role or enable staff and students to gain IT skills for the future.

2. Work across the CU Group to undertake a training needs analysis to evaluate IT literacy levels. Design, schedule and deliver training methodologies to ensure the content delivery is aligned with current business systems and goals.

3. Responsible for the design of a tailored feedback mechanism to enable the collation and evaluation of feedback that can be used to continually improve training delivery and ensure consistent quality and return on investment. Analyses feedback to improve/ inform future training needed.

4. Responsible for liaising with stake holders and users to discuss training needs and options of training delivery and suggest training delivery methods.

5. Manages the review and collation of existing training material to present training consistently from a single central location. Ensure continual 'review and amend' process is in place, with an effective QA process to ensure consistent high quality materials, both written and electronic.

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

7. Communicate effectively with customers to ensure that they are kept informed of the current training offer. Where necessary and agreed with the Team Leader, work with line managers and trainers to create bespoke training.

8. Provides pro-active advice on how to use any of IT Services provisions including devices.

9. Working in partnership with Project Managers, to support the transition of new services being rolled out from projects, and recommends appropriate training to the affected business area whilst in transition mode.

10. To support the Group University induction process by ensuring IT information is updated and accessible and all staff have awareness of the relevant IT Services. Widen the IT induction to include 'drop in' sessions on using tools to maximize productivity from the outset.

11. Keep up with developments in ITS training and communications. To be able to offer blended learning solutions on all Microsoft 365 tools and future technology developments.

12. To continually develop the learning available, using eLearning tools as well as virtual online technologies, considering the future direction of learning technologies to meet business needs and ensure return on investment.

13. Deputise for line manager as required.

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 Digital Productivity Team Leader.

2.4. Supervision Given

None.

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 educational institutions.

3. Person Specification

ATTRIBUTES	ESSENTIAL	ADVANTAGEOUS
Education & Qualifications	• Educated to HND level in a relevant discipline with a professional qualification or substantial experience in related field in lieu of the above.	• Degree or formal qualification in a relevant discipline such as: Training Accreditation Programme (TAP) certification or Learning & Performance Institute (LPI) equivalent.
Knowledge & Experience	• Demonstrable experience of delivering training. • Experience of creating engaging on-line training artefacts. • Experience of IT training delivery and IT support. • Experience of undertaking training needs analysis. • Ability to produce effective, engaging and concise training material.	• Exposure to operating in Higher Education • Experience of providing training in Business Systems. • Experience of blended training methodologies, such as: virtual online learning and eLearning. • Experience in using SharePoint to build and publish content.
Interpersonal Skills	• Results oriented, adaptive and decisive. • Can resolve conflicts and problems. • Ability to build trust and display integrity. • Ability to forge effective relationships in a complex matrix management environment. • Ability to work collaboratively and key team player. • Proven communication, and presentation skills. • Creative and innovative thinking.	
Job-related Skills, Abilities & Competencies	• Proven analytical, planning and execution skills. • Takes responsibility and has strong sense of ownership.	• Experience of eLearning tools, video creation, & technology driven learning.

	- Results oriented and a commitment to a high quality customer service - Knowledge of customer behaviours, needs and expectations. - Ability to work with colleagues to quickly resolve complex problems in the provision of IT services. - Good understanding of current and emerging technologies and how other enterprises are employing them to drive digital business support.	
Other Requirements	- A flexible approach to working hours and location, including a willingness to travel, locally, nationally or overseas, as required. - An appreciation of other cultures; the global reach of the University and its international agenda. - Ability to work flexibly and extended hours by agreement to meet tight, fixed deadlines or as required by service imperatives.	