



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title: I&T Training Manager	Role Profile Number: IT014
Grade: Q Salary:	Date Prepared: 01 June 2018
Directorate/Group: I&T	Reporting to: Business & Systems Lead
Structure Chart attached:	No

Job Purpose

Designing, developing, delivering and managing Information & Technology training programmes, courses and activities utilising innovative and modern learning strategies and methods and solutions to meet customer needs at an individual, team or organisational level to enhance skills, performance and quality of work.

To determine I&T training needs and requirements of an individual, team or organisational level. Ensuring new specialist systems and solutions requiring bespoke programmes and learning materials in addition to desktop software such as Microsoft Office are managed in line with project timescales and outcomes.

To ensure that staff are confident and have the ability to learn and use the I&T applications, systems and solutions in a compliant and effective manner.

Key Accountabilities

- To manage, develop and implement all aspects of I&T Learning & Development and as required in line with user needs, organisational need and major systems projects.
- Define end user I&T skill sets required to perform role.
- Manage and carry out training needs analysis to identify skills gap between current and future skills required.
- Organising and promoting learning opportunities through a communications plan.
- Designing, developing and implementing programmes of learning utilising modern strategies both formal and informal and solutions such as new technologies and e-learning.
- Reviewing training materials provided by 3rd parties and system suppliers to determine suitability and modify or create new materials appropriate to need.
- Preparing and maintaining materials (written and digital) to support learning and development in conjunction with business process and systems specialists.

- Delivering training to individuals or groups utilising blended learning strategies and solutions to include but not limited to classroom, workplace support and e-learning.
- Mentor and organise training resource available to assist with learning and development activities to meet agreed outcomes and timescales.
- Assess and evaluate learning outcomes and effectiveness of programmes and provide constructive feedback and recommendations.
- Work with managers to feedback learning issues for specific learners or services.
- Maintain records of learner attendance and activities in line with corporate processes and requirements.
- Develop and implement a Learning & Development plan in relation to the business applications and systems informing development of the new starter induction programme.
- Manage the training systems effectively to include set up of system prior to training and maintaining the system to comply with policies and the live user experience.
- Design, implement and manage a workplace support programme for new systems going live to the end users to support applying their learning and use of the applications and systems.
- To promote policies, practices and standards consistent with those of the council as a whole and relevant national policy and guidelines.
- To facilitate meetings and workshops as required during system projects to ensure learning and development needs are effectively managed through change control to inform courses and materials.
- Attend and contribute to projects as required to enable successful implementation and use of systems and applications.
- Attend National and Regional User Groups and Forums as required.
- Undertake any other duties that can be accommodated within the grading level of the post.

Supplementary Accountabilities

This post may from time to time require work outside of normal office hours to attend meetings and undertake training, system administration, testing duties.

- Normal office hours
- Occasional off site visits required
- Understanding of Health and Safety requirements when working with PCs
- Act at all times in accordance with the Council's policies and procedures, promoting the Equal Opportunities Policy.
- Comply with relevant policies on Health & Safety at work (as set out in the General memorandum Health & Safety at Work Act 1974). Take responsible care of the health and safety of yourself and of other persons who may be affected by your acts or omissions; and to co-operate with the Council so far as necessary to enable the Council to perform or comply with its duties under statutory health and safety provisions.

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Significant experience designing, developing, delivering and managing Information & Technology training programmes, courses and activities utilising innovative and modern learning strategies and methods to meet customer needs at an individual, team or organisational level.
- Significant experience carrying out training needs analysis defining the skills gap required to use desktop applications and systems relevant to the individual and organisational needs.
- Managing multiple priorities and projects successfully dealing with varying demands in a constantly changing environment which challenges existing knowledge and experience.
- Excellent Interpersonal and facilitation skills with the ability to motivate others (including train the trainer resource) and adapt training strategies as required to meet outcomes.
- Experience managing or mentoring trainers to deliver agreed outcomes in line with best practice.
- Experience authoring and creating e-learning materials to support I&T and Systems learning.
- Using Microsoft Office with excellent PC Skills

Qualifications

- Educated to A level or equivalent experience in a complex organization
- Literacy and numeracy to at least GCSE standard or equivalent

Decision Making

- To determine I&T training needs and requirements of an individual, team or organisational level. Ensuring new specialist systems and solutions requiring bespoke programmes and learning materials in addition to desktop software such as Microsoft Office are managed in line with project timescales and outcomes
- Managing multiple priorities and projects successfully dealing with varying demands in a constantly changing environment which challenges existing knowledge and experience.

Creativity and Innovation

- Designing, developing, delivering and managing Information & Technology training strategies, programmes, courses and activities utilising innovative and modern learning strategies and methods and solutions to meet customer needs at an individual, team or organisational level to enhance skills, performance and quality of work.

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • Training Material content for specialist systems/solutions where resource available • Training delivery for specialist systems/solutions where resource available 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>No</p> <p>.</p>
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Contacts and Relationships

- To represent IT across the organisation at all levels, partners and customers. Specifically on a day to day basis as point of contact for requests for I&T training promoting courses and activities relevant to learning need and outcomes.
- Reviewing training materials provided by 3rd parties and system suppliers to determine suitability and modify or create new materials appropriate to need.
- Preparing and maintaining materials to support learning and development in conjunction with business process and systems specialists.
- Provide specialist advice and support to a wide range of users, customers, managers and IT operations, in order to encourage and promote the use of digital technologies and learning opportunities.
- Working with project managers to determine and agree deliverables.
- Provide training and support to people who have varying learning styles, adapting strategies and assessment techniques to meet learner needs and outcomes.

Values and Behaviours

We strive to underpin our culture of being ‘At our Best’ through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	