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| **Job Description** | |
| **Post title** | **Digital Skills Trainer** |
| **JE Reference No** | N11071 |
| **Grade** | 9 |
| **Service** | Resources |
| **Service Area** | People and Talent Management |
| **Reporting to** | This post is accountable to the Senior Workforce Development Officer in Organisational Development/Workforce Development |
| **Location** | Your normal place of work will be County Hall, Durham but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | Subject to DBS Enhanced disclosure |
| **Flexitime** | This post is eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

To design and deliver learning and training to Durham County Councils Children’s Residential and Fostering Services to ensure that the workforce/carers have the skills they need to become more confident and supported to work in a digitally enabled organisation. The role will equip the workforce/carers with the confidence and digital “know-how” to work digitally and access a range of electronic systems and technologies.

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| **Duties and responsibilities** |

Listed below are the primary responsibilities of this role:

You will work as part of a small team to ensure the provision of an effective and efficient service to staff and carers. You should expect your duties to vary as workloads within the service area change.

* Deliver direct training and one to one support to enable staff/carers to effectively use digital platforms and technologies.
* To plan, organise and deliver training programmes, workshops, support sessions and courses in areas such as:
* General computer use and familiarity
* Packaged software (Windows, MS Office, Teams, SharePoint, etc.)
* Specialised, bespoke or custom software (Intranet, HR, Internet etc)
* Basic hardware usage (PC/Laptops, mobile phones, printer/scanners, etc)
* To develop tools and systems to assess and identify the digital training needs of staff.
* To work collaboratively across teams and services to determine the most appropriate training programmes and materials for each member of staff/carer/team.
* To create, maintain and improve training and support resources including written guidance, training course materials, training videos, e-learning courses and other multi-media
* Create training and support content across a variety of platforms.
* Deliver training to a variety of audiences with a wide range of technical expertise
* To undertake marketing of digital learning opportunities/learning campaigns across the Service to maximise the benefit for the Service/Council.
* Organise and monitor attendance at any training sessions and events, capturing and making improvements based on feedback.
* To be aware of advances in IT and training methods to provide up to date information.
* To support the Service in monitoring and evaluating workforce development programmes.
* To ensure data relating to training and development is accurately collated and maintained.
* To provide advice and guidance to colleagues in respect of digital learning
* To contribute towards the development and continuous improvement of the service offered to customers
* Any other duties which are commensurate with the grade of the post.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | * Appropriate qualification in either a public sector or a business / finance related discipline at NVQ Level 4 or equivalent. | * Relevant teaching/training qualification |
| Experience | 1. Experience of developing training materials 2. Experience of delivering basic and intermediate digital skills training 3. Demonstrable time management, planning and organisational skills. 4. Experience of designing online and e-learning development solutions 5. Experience of building and maintaining effective working relationships with a wide range of people | 1. Proven experience of managing projects 2. Experience of working with a range of applications 3. Experience of using Internet and intranet |
| Skills & Knowledge | * Ability to communicate with all levels of IT users * Knowledge of a variety of mobile devices and software including Microsoft products * Ability to work with limited supervision * Ability to adapt based on mixed groups of abilities * Ability to plan and organise work * Ability to work as part of a team. * Ability to develop course material of a high quality * Influencing skills * Excellent interpersonal skills * Ability to use a variety of teaching methods including IT in order t ensure effective learning | * Experience of project management * Experience of working with Learning Management Systems |
| Personal Qualities | * Plans and organises work * Customer focused * Resolves problems * Drives and facilitates change * Manages and develops self * Communicates and Influences * Demonstrates effective decision making * Values diversity * Maintains confidentiality * Access to a car or means of mobility support (if driving then must have a current valid licence and appropriate insurance). * May occasionally be required to work outside of normal office hours. | * Knowledge of Health and Safety aspects |