Job Title: ICT Trainer

Grade: 9

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Our Vision

We have a clear vision for Staffordshire - an innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy

Our Outcomes

We want everyone in Staffordshire to:

* Have access to more good jobs and share the benefit of economic growth
* Live in thriving and sustainable communities
* Be healthier and more independent for longer

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

* Ambitious – We are ambitious for our communities and citizens
* Courageous – We recognise our challenges and are prepared to make   
  courageous decisions
* Empowering – We empower and support our people by giving them   
  the opportunity to do their jobs well.

About the Service

Staffordshire ICT

Staffordshire ICT defines and delivers an ICT strategy that is directed by the ambitions of the County Councils Strategic Plan and in year Business Plans.

The ICT strategy defines how Staffordshire County Council will exploit to best effect its use of Information and Communication technology with particular emphasis on how “Digital Transformation” can enable the Council to deliver services in a fundamentally different way that radically transforms Citizen Interactions and the delivery of services in a digital era.

Such transformational change embracing cloud computing, mobile working and Information sharing requires strong leadership to understand and remodel cross organisational service delivery focussing on the whole system and designing this from a citizen perspective. Inevitably such change calls for complex change management and negotiation skills to ensure successful and integrated delivery across public sector partners and private sector supplier organisations.

Whilst the role of ICT in digital transformation is critical to long term organisational success and sustainability, the ICT function must also ensure that its delivery of the core ICT service is efficient, secure and reliable as the impact of technological or cyber security related failure is catastrophic to the productivity of the organisation. Robust management of ICT services and in particular the effectiveness of Cyber Security defences is paramount to the effective delivery of the councils legislative responsibilities.

**Application Architecture, Development and Management**

This area of the ICT service is responsible for defining the County Councils Applications Architecture and also for managing the application lifecycle of the council’s large and diverse portfolio of back office and public facing digital applications, including those managed for Partners. These applications facilitate staff in the delivery of statutory responsibilities and also allow the County Council to meet its “digital first” aspiration that is key to the delivery of savings and achieving a more efficient future state. The team are the custodians of council application knowledge and are responsible for the design, development, testing, deployment, operation and optimisation/improvement of applications and solutions. The service is also responsible for the creation of management information and the data warehouse team extract, finesse and combine disparate datasets to provide powerful insights to Business areas allowing decisions to be made on data rather than instinct.

The core services delivered include:

The definition of the Council Application Architecture at a strategic level, defining technologies and standards that ensure interoperability, maximisation of value and avoidance of duplication covering corporate and business unit specific applications. This includes the development of roadmaps and the documentation of all services and platforms. This enables efficiencies to be achieved by maximising the use of common applications and platforms e.g. Database layers, for similar business functions and defines standards and direction around future application development and procurement.

Application Development & Data Warehousing lead in the development and maintenance of business and customer facing applications and solutions in line with agreed architectural standards. The team is also responsible for the detailed design and management of the corporate data warehouse and the development of effective management information and data insights as required by Directorates.

Application Management lead in the ongoing management of off the shelf and bespoke software, ensuring that applications are consistently deployed, fully supported by the vendor and in alignment with security standards, highly available, optimised, tuned and continuously improved. This is achieved by working across SICT, third party suppliers and business leads to ensure that application roadmaps meet the future needs of the Business, maintain security and compliance, promptly address bug fixes and exploit new functionality, ensuring that updates are implemented with minimal disruption and with robust testing.

The Training team work with Applications Management to ensure that Customer training allows staff to make the most of the applications at their disposal creating and delivering digital training courses and user guidance.

Database Management lead in the architecture, design, support and security of the councils database platform(s) that are used and updated by the dependent applications and corporate data warehouse. The team are responsible for ensuring that the underlying database platform is at supported levels aligning to supplier roadmaps, correctly backed up and recoverable in a disaster event and that data is secure. The team also manage third party arrangements that may be in place to support the maintenance of the database estate e.g. Oracle Database Support is currently outsourced. The team also provide monitoring on production systems and deliver proactive tuning activities as well as remedial measures to ensure the landscape is stable and high performing.

All of these areas work collaboratively to ensure that the delivery of applications and the management information that they provide are fit for purpose, fully optimised and meet current and future business needs.

Reporting Relationships

Responsible to: ICT Training Team Leader

Responsible for:

* The postholder will plan and deliver appropriate training and learning activities so that the Council obtains optimum value from its primary IT systems.
* The postholder will be responsible for sourcing and\or developing suitable training materials for self-study, e-learning and classroom-based courses.
* The post holder will where systems have dedicated training platforms maintain data required for course delivery
* The postholder will be responsible for maintaining frequently asked questions and knowledge bases on the councils learning platform
* The postholder will analyse data trends to identify where learning could be targeted or materials adapted.

Key Accountabilities:

1. Contribute to the design, development and delivery of training and learning material and content to meet the needs of ICT users so that they may fully utilise systems that support their operational activities.
2. Develop and maintain training materials in line with product changes and supplier roadmaps
3. Where e-learning training or virtual classroom opportunities are not suitable, deliver classroom based training and the development of appropriate training materials to meet customer expectations
4. Undertake analysis of User training requirements
5. Implement creative, effective methods of evaluation and monitoring of training provision and the continuous improvement of training delivery, undertaking research, design and creation of learning and development interventions that meet the customer’s needs.
6. Coordinate and update knowledge bases, and frequently asked question (FAQ) resources on the intranet and learning platform to assist in self-study and problem resolution.
7. Perform user acceptance testing, advise on business change implications and produce or amend documentation in order to support and enable the implementation of new software
8. Evaluate documented resolutions and analyse trends where training and learning could prevent repeated future problems
9. Provide internal customers with application and technical support assistance primarily where training has been identified as the issue.
10. Feed into the development of software roadmaps using insight from training events to ascertain where product improvements could be made.
11. Test fixes and perform post-resolution follow-ups to ensure problems have been adequately resolved

Professional Accountabilities:

The post holder is required to contribute to the achievement of the Council objectives through:

**Financial Management**

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

**People Management**

Engaging with People Management policies and processes

**Equalities**

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

**Climate Change**

Delivering energy conservation practices in line with the Council’s climate change strategy.

**Health and Safety**

Ensuring a work environment that protects people’s health and safety and that promotes welfare, and which is in accordance with the Council’s Health & Safety policy.

**Safeguarding**

Commitment to safeguarding and promoting the welfare of vulnerable groups.

The content of this Job Description and Person Specification will be reviewed on a regular basis.

**Person Specification**  A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

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| **Minimum Criteria for Disability Confident**  **Scheme\*** | **Criteria** | **Measured by** |
| **employer_small** | **Qualifications**   * Professional qualification in ICT and / or Adult Learning / Training or recent, relevant experience supporting several different ICT systems and packages * Evidence of additional qualifications or CPD at HNC / HND level or equivalent relevant experience working within a large, diverse and multi-site organisation | A  A |
| **employer_small**  **employer_small** | **Knowledge and Experience**   * Significant experience of designing, developing, delivering, evaluating and reviewing training services to a wide range of audiences of differing abilities and using differing presentation styles including classroom, workshop, tutorial and e-learning * Extensive understanding of ICT and ICT systems (general and business specific) preferably in the context of learning and development. * Experience of Local Government and public sector service delivery * Track record of working with, advising and supporting internal customers and partners * Awareness of relevant legislation and SCC ICT Security Policies * Experience of communicating with a wide range of people, customers, stakeholders and partners. * Ability to deal with a range of issues and conflicting demands, and develop, plan and manage multiple workloads with a methodical approach * Proven experience of facilitating and leading training courses and workshops and undertaking training need analysis | A/I/T |
| **employer_small**  **employer_small** | **Skills**   * Professional approach highly motivated self starter, with a drive to succeed, demonstrating a positive ‘Can do’ attitude. * Effective written, oral and presentational communications skills for any audience * Proven ability to successfully motivate self & others, able to work on own initiative * Assertive approach with the ability to deal with difficult or stressful situations and / or people calmly * High standard of work and interest in delivering high quality outcomes * Dynamic, flexible and willing to multi-task, with the ability to deal with a range of issues and conflicting demands and work to tight deadlines, under pressure to meet targets * Committed to developing and delivering quality systems on behalf of the County Council and its users * Committed to Customer focussed delivery * Availability and willingness to work flexible / additional hours when required to meet demands | A/I/T |

This post is designated as a casual/essential car user

**employer_small** If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job centre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, Braille, another language, on cassette or disc, please ask us by contacting **Liberata Employee Services Team on 01905 947446**

**Shared Services on 01905 947446**