Scotland) Housing Association Ltd

JOB DESCRIPTION		
Position:	**ICT Trainer**	
Department	**Customer Services**	HANOVER SCOTLAND
Reports to	**ICT Manager**	
Grade:	**7**	
Date:	**26 January 2016**	

Purpose of Job

To provide a range of ICT training services to meet management and end-user requirements to ensure for the efficient and effective use of information systems and resources.

Main Duties

1. To assist in the assessment of end-user ICT training requirements in conjunction with line managers, personnel staff and the ICT Manager.

2. To respond to end-user enquiries for assistance by providing and administering planned on-the-job ICT training aimed at enhancing use and understanding of the application in relation to job requirements.

3. To plan administer and run, in response to line managers' requirements, formal end-user sessions in (among other applications):

   ❖ The Association's corporate applications
      ➢ Capita Open Housing
      ➢ Capita Open Accounts
      ➢ Payroll/Human Resources Application
   ❖ The Association's corporate office suite, Microsoft Office
      ➢ Word
      ➢ Excel
      ➢ Outlook
      ➢ PowerPoint
      ➢ OneNote
   ❖ Internet and Intranet systems
   ❖ Windows operating systems
   ❖ Document Management software

4. Design and deliver instructor led courses as required.

5. Design publish Hanover ICT videos with audio instructions, building a video library allowing new and existing staff the ability to view a video at a time that suits them.

6. The design, creation and maintenance of course materials and other documents, such as hand-outs, manuals and exercises.

7. Promote technical training as required across the organisation

8. Contributing to the development of and creation of best practice guides.

9. Attend ICT user group meetings as required.

10. Work closely with staff in the Human Resources Department to co-ordinate the administration of training courses

11. Develop and maintain, in co-ordination with HR, an office wide ICT skills matrix detailing which staff have been trained or have specific ICT skills. Record this information on our corporate HR database.

12. Evaluate the effectiveness of training using qualitative and quantitative mechanisms. Use this and other forms of feedback to make adjustments to courses, training videos and programmes where appropriate.

13. Provide inductions for new and existing staff for whom ICT equipment is being provided for the first time.

14. To report to relevant line manager, ICT manager and HR staff post-training evaluations and any relevant recommendations.

15. To develop a broad understanding of Hanover's operational processes and match this to a similar understanding of Hanover's Information Communication Technology systems' potential, training and development requirements of end-users, and achievement of efficiencies and effectiveness.

16. To keep abreast of developments in ICT in the fields of software, hardware and communications.

17. To provide cover on the ICT Helpdesk as allocated on rota for lunch and holiday cover.

18. To undertake IT support tasks as required by the ICT Manager.

19. To assist and share knowledge and experience with colleagues as required

20. To undertake any other duty that may be reasonably be required.

Person Specification

Job Title: ICT Trainer   **Date: November 2011**

Criteria	Essential/Desirable
1. Skills/Abilities/Knowledge *This section specifies the skills; abilities and knowledge the postholder must have to perform satisfactorily.*	
• Planning, training and presentation skills	Essential
• Excellent spoken and written communication skills.	Essential
• The confidence to deliver training to individuals and groups	Essential
• The ability to tailor training to match learners abilities	Essential
• Patient and understanding approach and the ability to motivate learners	Essential
• Awareness of ICT accessibility and usability issues.	Desirable
2. Experience *This section specifies the level and quality of experience required.*	
• Will have at least two years experience of providing ICT training to end-users, a sound understanding of relevant training practice, ability to work with a range of learning styles.	Essential
• Possess a good working knowledge of various office applications and to have had practical experience of working in an ICT department/section.	Desirable
3. Education/Qualifications *Degrees or diplomas obtained abroad are acceptable if they are of equivalent standard to UK qualifications.*	
• Will have an HND/ HNC in computer related qualification supported by a sound experience of ICT systems.	Essential
4. Other *This section specifies other factors which may be necessary.*	
• A commitment to quality of service.	Essential
• An understanding of the needs to work with integrity and confidentiality.	Essential
5. Equal Opportunities This Association is working actively to promote equality of opportunity both in its employment practices and in the delivery of its services. It is essential that the postholder is willing to work in accordance with and has an empathy with existing policies and codes of practice.	Essential