**Hanover (Scotland) Housing Association Ltd**

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| **JOB DESCRIPTION** | | |
| Position: | **ICT Trainer** | **Hanover_logo_small** |
| Department | Customer Services (ICT) |
| Reports to | ICT Operations Supervisor |
| Band: | F |
| Date: | Jan 2017 |

**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. Undertake training needs analysis using appropriate diagnostic tools to assist in the assessment of end-user ICT training requirements in conjunction with line managers, personnel staff and the ICT Manager.
2. Respond to end-user enquiries, from all staff in the Association, 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):
4. The Association’s corporate applications
   1. Capita Open Housing
   2. Capita Open Accounts
   3. Payroll/Human Resources Application
   4. Etarmis Flexi-time Application
5. The Association’s corporate office suite, Microsoft Office
   1. Word
   2. Excel
   3. Outlook
   4. PowerPoint
   5. OneNote
   6. Internet and Intranet systems
   7. Windows operating systems
   8. Document Management software
   9. Unified communication software
   10. Telephone & Mobile devices
   11. OneLan development information screens
6. Design, develop and publish Hanover ICT videos with audio instructions in relation to ICT systems for more effective delivery of knowledge and skills, building a video library allowing new and existing staff the ability to view a video at a time that suits them.
7. Assist other departments in the use of various tools to create and deliver training on their processes e.g. videos, guides, classroom, eLearning
8. Deliver high quality training solutions through the design, creation and maintenance of course plans, materials and other processes e.g. face-to-face instructor led training, eLearning, coaching, mentoring, hand-outs, manuals, self-study and exercises.
9. Promote a culture of learning across the Association with a focus on technical training and through process improvement, identify areas where further training involvement is required.
10. Contributing to the development of and creation of best practice guides.
11. Attend ICT user group meetings as required representing the ICT team and providing input when required in relation to ICT training and the Association’s ICT capabilities.
12. Work closely with staff in the Human Resources Department to co-ordinate the administration of training courses
13. 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.
14. Work with HR and the Workforce Development Manager in developing and maintaining the new corporate Learning portal to ensure a standard and co-ordinated approach to requesting, scheduling, recording and reporting on training.
15. Using customer satisfaction surveys and other forms of feedback, evaluate the effectiveness of training to make adjustments to courses, training videos and programmes to ensure a high quality service is provided.
16. Ensure systems are in place to evaluate and report to relevant line managers, ICT manager and HR staff on ICT training and making recommendations for continuous improvement.
17. 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.
18. To provide ICT Training and Support for Board members.
19. Implement various training projects as identified by the ICT Manager and undertake IT support tasks as required by the ICT Supervisor and ICT Manager
20. Communicate effectively with all staff and external agencies.
21. Promote staff CPD activity and the use of learning resources. Design and maintain an ICT test to allow continual assessment of staff at all levels of competency.
22. To keep abreast of developments in ICT in the fields of software, hardware and communications.
23. To provide cover on the ICT Helpdesk as allocated on rota for lunch and holiday cover and ensure that any faults assigned to the ICT Trainer by the ICT service desk analyst are resolved as quickly as possible and that the resolution of the fault is accurately recorded to a good level of detail on the ICT helpdesk system.
24. To ensure that end users are kept informed of the progress on the resolution of any outstanding faults calls assigned to the ICT Trainer
25. Generate purchase orders for ICT to an agreed value, within ICT budget requirements.
26. To create and maintain ICT training instructions, procedures and documentation as required.
27. Extensive travel to other Hanover locations (such as offices and developments) as required in line with training requirement and line manager authorisation.
28. To attend courses or conferences as required in order to keep knowledge of products and developments in ICT relevant.
29. To assist and share knowledge and experience with colleagues as required
30. The above duties are the post holders’ primary responsibilities although the post holder will be required to perform other ICT Section duties when needed. Also the post holder will be expected to undertake other reasonable duties as required.
31. Working Relationships
    1. Internal
       1. Senior Managers
       2. \*Other Staff
       3. Residents
    2. External
       1. \*\*Suppliers

\*Other business / professional contacts as appropriate for service development and continued personal and professional development

\*\* Operational Suppliers

1. Performance Management
   1. Work within a performance culture, which is underpinned by a strong, personal performance motive and belief in continuous improvement.
   2. Operate within a Strategic Business Unit (SBU).
   3. Deliver key business objectives and meet Key Performance Indicators (KPIs) through a personal performance plan.
   4. Analyse work and produce action plans where performance improvement is required.

Job context and other relevant information.  The post holder:

\* must discharge their relevant duties and responsibilities under the Health & Safety Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999 (as amended) and all relevant Codes of Safe Working Practice and policies.  The Health and Safety at Work Act stipulates that it is the responsibility of every employee to observe all rules governing health and safety and such safety equipment as provided must be used.

\* must have due regard to the Association’s current management arrangements for Data Quality.  All employees have a responsibility to ensure that the data they collect, manage and report, including data from third parties is accurate, valid, reliable, relevant, complete and produced in a timely fashion to aid sound decision making and that appropriate procedures, systems and processes are in place to provide quality data.

\* must work in accordance with the Association’s policies, procedures, information, instructions, and/ or training received.

This profile is indicative of the nature and level of responsibility associated with the post.  It is not exhaustive and the post holder may be required to undertake such other duties as may be required to meet the needs and responsibility of the Service and the Association.

Signed …………………………………………….. Line Manager (if applicable)

Signed ……………………………………………..Post Holder

Person Specification

**Job Title: ICT Trainer Date: January 2017**

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| **Criteria** | **Essential/Desirable** |
| **1. Skills/Abilities/Knowledge**  *This section specifies the skills; abilities and knowledge the postholder must have to perform satisfactorily.* |  |
| * Planning, training, coaching and presentation skills | Essential |
| * Excellent spoken and written communication skills with the ability to communicate with all levels of the organisation | Essential |
| * Strong communication and interpersonal skills to work with internal and external customers, including managers and staff at all levels and training suppliers | 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 |
| * Understand and implement training needs analysis in relation to ICT training | Essential |
| * Understanding of the use of assessments for identifying development needs | Essential |
| * Good organisational skills with the ability to plan, co-ordinate and prioritise work in line with changing priorities and produce quality work to deadlines | Essential |
| * Ability to work on own initiative, with minimum supervision and as an effective team member | Essential |
| * Good IT skills (Microsoft Windows and Microsoft Office or equivalent standard applications (Excel, Word). Accustomed to maximizing use of database resources. | Essential |
| **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 |
| * Experience of designing, developing and implementing ICT training courses and activities | Essential |
| * Experience of working with colleagues at a senior management level | Essential |
| * Experience of working effectively with a high degree of autonomy | Essential |
| **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 |
| * Ability to manage conflicting demands, meet deadlines and work as part of a team | Essential |
| * Current, preferably clean driving license | Desirable |
| **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 |