Broadland Housing Association

JOB DESCRIPTION

Job Title:	IT Skills Trainer
Reports To:	IT Manager
Team:	Compliance, IT and Facilities
Directorate(s):	Operations
Grade:	BHA
Job purpose:	The IT Skills Trainer is responsible for design, delivery and management of training for systems that BHA utilises. This includes adoption of new systems, providing succinct guidance on Office365 and other systems changes and taking part in Cyber Security testing and training.

Overview:

1. **Key skills to do the job**
- Knowledge / experience of Windows operating systems, iOS, Android and other devices.   - Good understanding of computer systems, mobile devices, and other tech products.   - Knowledge / experience of Office 365 applications and services.
Required behaviours – Mandatory for all roles within Broadland
All staff and volunteers working for Broadland will always be expected to act in a manner that is consistent with our corporate values. The following sub-headings and example statements reflect these expectations, but you must refer to those agreed and used in all staff appraisal discussions and regard this more comprehensive list as the required standard. **Openness** You will admit to mistakes and learns from them. **Responsible** You will actively use your skills and knowledge to ensure high quality outcomes. **Collaborative**

You will support Broadland's one team approach and challenge silo working when you are aware of it.

Fair
You will treat everyone you work with – tenants, colleagues and partners – with respect, politeness and courtesy.

Innovative
Embraces changes in ways of working when adopted by Broadland and supports colleagues who find change difficult

Reliable
You will demonstrate 100% commitment to our customers – internal and external – in order to achieve the best possible outcomes.

Trustworthy
You will demonstrate professionalism in all that you do and stick to our approved policies and procedures.

Environmentally Aware
You will help the Association reduce its carbon footprint by looking to help us reduce the damage of our activities on the planet.

2. **Communication & Interpersonal Skills**

- Excellent communication – verbal, written and in person presentations.
- Ability to communicate clearly and effectively at all levels and disciplines within the organisation, including sharing knowledge and developing productive working relationships with stakeholders.
- Positive approach to customer service.

3. **Delegated authority**

- You will work within agreed budget authority limits as set out in the approved financial regulations (financial authority levels) as detailed by your line manager.
- All activities you undertake must be in support of delivering the corporate strategy and as such can be evidenced to help us a achieve our aims.
- You may work within the confines of the agreed policies and procedures as detailed by the Association and your line manager, variation from this unless stated clearly within/from your manager must be approved by the appropriate person with authority to do so – as detailed in the approved Standing Orders.

Date amended: January 2023

Key activities of the role:

This list is deliberately not exhaustive, and you must expect to undertake other duties, as directed by your line manager, which are at an appropriate level to your grade and experience, as may be required from time to time.

- To co-ordinate and deliver learning outcomes in relation to IT literacy skills courses as directed by the IT Manager and Assistant Facilities Director
- To provide support, understanding and patience to those with limited IT literacy skills and those who have other literacy challenges e.g. Dyslexia.
- To carry out training needs analyses to inform organisational IT skills development plans and support learning outcomes.
- Evaluating the effectiveness of training programs and learning outcomes ensuring they fulfil the IT literacy needs of the organisation.
- To design, organise and deliver training programs appropriate to the skills needed in the organisation. This includes delivering training programs in person or in online meetings.
- To deliver Induction programmes for new starters and skills training for existing staff.
- To develop and implement appropriate mix of formal and informal development activities.
- To actively participate in supporting learning of both individuals and groups of users by demonstrating the software and to evaluate subsequent user's learning and gauge level of comprehension.
- To assist users in the execution of work through demonstration, advice and assistance.
- To design course materials in appropriate formats such as video guides, manuals and exercises in support of the learning process.
- Preparing the learning environment and resources, including setting up IT equipment where appropriate and being responsible for carrying out associated health and safety risk assessments.
- To act as an organisational champion for Office 365, in house systems and related technologies.
- To maintain appropriate records of learner development and resource allocation.
- Design and run internal Phishing campaigns and administer subsequent identified training needs
- Participate in other BHA Projects

Common Features applicable to all roles within Broadland:

- Flexibility in out of hours working, as business needs dictate
- You must keep up to date with sector developments and particularly any applicable to your own role.
- You will undertake all corporate or job specific training required by the Association as part of your job. All training is considered mandatory.
- You will act in accordance with the mission and values of the Group strategy.

- There is a duty to ensure your own health and safety at work and that of your colleagues and to co-operate with the Group for it to fulfil its legal obligations.
- There is an expectation that you will promote Equality, Diversity and Inclusion.
- You will undertake any other duties, as directed by the line manager, which are at an appropriate level to your grade, as may be required from time to time.

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PERSON SPECIFICATION

Job Title: IT Skills Trainer

Essential Criteria

Qualifications

- GCSE grades in English, Maths and IT or Science Grade C or above.
- Full Driving Licence

Experience

- Experience of delivering training to groups and individuals.
- Ability to manage your own workload and identify opportunities for improvement.
- Experience of delivering training in Office 365 applications and services.
- Confident in presenting using various forms of delivery to all levels of staff in both 1-2-1 and group formats.
- Excellent plain English writing skills for training manuals.
- Excellent communication skills (verbal and written).
- Ability to multitask and meet set deadlines.
- Ability to work on their own and as a part of the team.
- Good Time Management skills and good time keeping.

Desirable Criteria

Qualifications

- Formal training qualifications.