

Information Systems Training Officer

Department: Chief Operating Office

Division: Modernisation and Digital

Reports to: Business Application Support Manager

JE Reference: COO1017

Grade: 10

Job purpose

The Training Officer is responsible for developing and delivering comprehensive training courses, in a variety of media, covering departmental applications, predominantly for Health & Social Care (HSC).

Developing and maintaining a training strategy to support key departments, predominantly HSC, objectives to ensure an IT literate workforce, improved data quality, accuracy and timeliness of information systems.

Work with the Health Informatics, clinical and management teams in understanding the Strategic Policy and Performance requirements to ensure accuracy of reporting, to engender trust in HCS data and underpin the creation of an Information Culture.

Job specific outcomes

- Assess Informatics training needs across HCS and recommend streams of training that will improve their IT competencies, develop staff's skills in the use of health and care systems, improve accuracy, quality and timeliness of data and enable them to successfully meet the demands of their department and job descriptions.
- Develop a detailed knowledge of bespoke specialist health and care systems. Create and maintain quality training material to agreed standards in a variety of media for varied delivery.
- e-Learning: develop detailed knowledge of lesson creation software and Learning Management System (LMS) to enable publishing, deploying and reporting using LMS. Manage administration of LMS to ensure new staff are added to system with appropriate access.
- Maintain and deliver effective Information System Training programmes to ensure the content of courses meets the operational needs of departments.
- Keep content up to date with changes, software upgrades, advising and re-training end users where necessary.

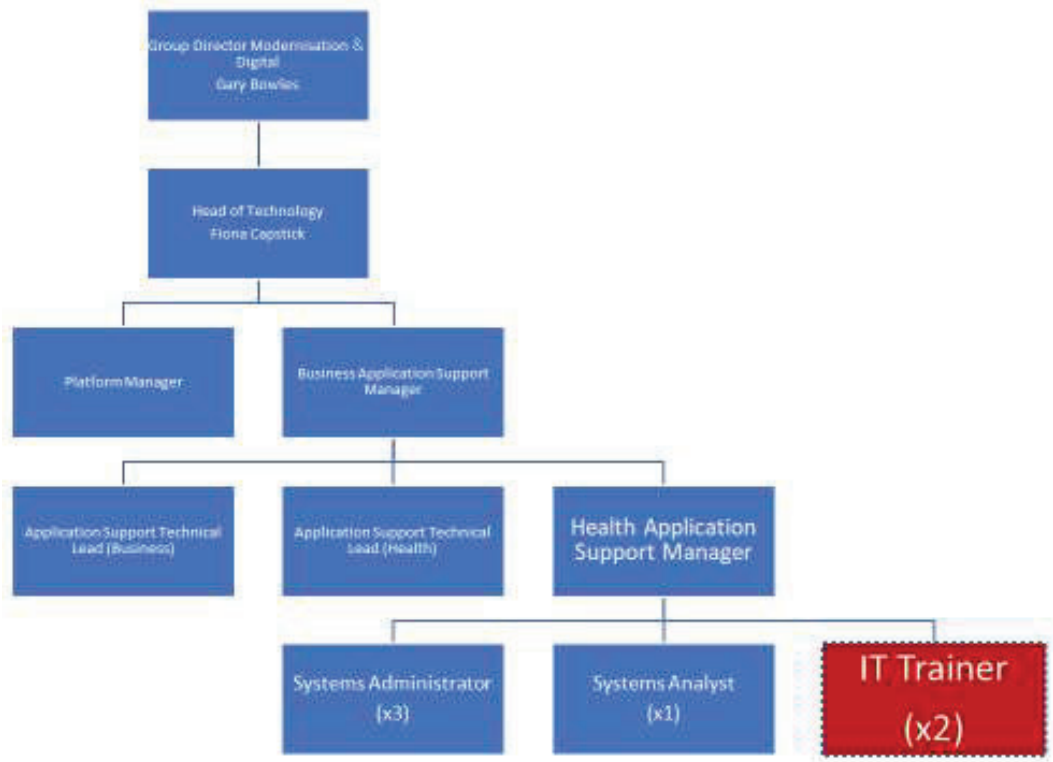
- Identify any changing business needs and recurring processing problems and liaise with Applications Support Manager/ Data Quality Team to improve the training service and support change.
- To work with projects teams to ensure new or modifications to current applications have been captured and training courses and material adapted to these systems.
- Monitor training progress and ensure agreed standards are met before authorising access to specific live systems. Where necessary, recommend additional training and escalate potential concerns to staff's line manager, systems administrators or others as required.
- Maintain records of training delivered and manage procedures to follow up on cancellations and no shows. Provide monthly reports on activity.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election to the Government or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner

Organisational structure



ONE GOVERNMENT



Person Specification

Specific to the role

Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard.

It is important to convey what the job requires, rather than what an individual might have, as these may be different. For example, you may have a postgraduate level qualification, however, an A' Level standard qualification is the requirement for the job.

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications</p> <p><i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<ul style="list-style-type: none"> • Educated to degree level in relevant subject or equivalent level qualification. • Must hold an Adult Teaching Qualification (e.g. CTTLs or equivalent). • Must hold ECDL qualification, preferably at advanced levels. 	
<p>Knowledge</p> <p><i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<ul style="list-style-type: none"> • Maintain up to date knowledge of specialist systems used in HCS, including new systems, and system upgrades/developments in order to be able to teach others 	<ul style="list-style-type: none"> • Detailed knowledge of HCS IT systems and context of use in business practices/processes.

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Technical / Work-based Skills</p> <p><i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<ul style="list-style-type: none"> • Competent in the use of Microsoft Office. • Advanced IT Literacy • Good standard of literacy and numeracy. 	
<p>General Skills/Attributes</p> <p><i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<ul style="list-style-type: none"> • Produce & maintain quality training documentation. • Ability to quickly learn new and varied skills. 	
<p>Experience</p> <p><i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<ul style="list-style-type: none"> • Minimum of 3 years working as an IS trainer in a similar post. 	