

Job Title Information Systems Training Officer (EPR)

Department:	Chief Operating Officer	
Section:	Modernisation and Digital	
Reports to:	EPR Training Lead	
JE Ref:	COO1069	
Grade:	Linked CS09-CS10	JE Date: 13/09/2022

Job purpose

Responsible for developing, maintaining, and delivering comprehensive training outcomes, in a variety of media, covering the use of the Electronic Patient Record (EPR) and associated HCS software systems and the business processes supported by these systems and for developing and maintaining a training strategy to support their area of functional expertise. Whilst this role is expected to be aligned to a specific functional area (Health and Community Services) the role holder will be expected to provide support outside of their own functional specialism.

Job specific outcomes

- Create and maintain quality training material to agreed standards in a variety of media for varied delivery to support the use of Electronic Patient Record (EPR) technology and related business processes in their area of functional expertise and in support of other functional areas.
- Develop a detailed knowledge of the business processes and standard operating processes in their area of functional specialism. • Use lesson creation software and Learning Management System (LMS) to enable publishing, deployment and reporting using LMS.
- Maintain and deliver effective Training programmes to ensure the content of courses meets the operational needs of departments using ITS solutions and related business processes.
- Keep content up to date with changes, advising and re-training end users where necessary.
- Identify any changing business needs and recurring process problems and liaise with Applications Support Manager / Data Quality Team and Functional Process Owners to improve the training service and support change.
- To work with Process Owners and relevant system teams to ensure new or modifications to current applications have been captured and training courses and material adapted to these changes and related business processes.
- Monitor training progress and ensure agreed standards are met before access to specific live systems is provided (working with the appropriate teams in IT Customer Services who control access). Where necessary, recommend additional training and escalate potential concerns.

- Support the management of corporate statutory and mandatory training requirements, working in partnership with colleagues to design, commission and deliver high quality corporate training content in their area of functional expertise.
- Working in partnership with the Learning and Skills Consultant (Digital) on a broad range of programmes that aim to develop and embed a learning culture within the organisation
- Working closely with the Team Jersey programme to ensure clarity and distinction of complementary learning offers and visibility of all programmes
- Maybe required to work in locations with patients in PPE.

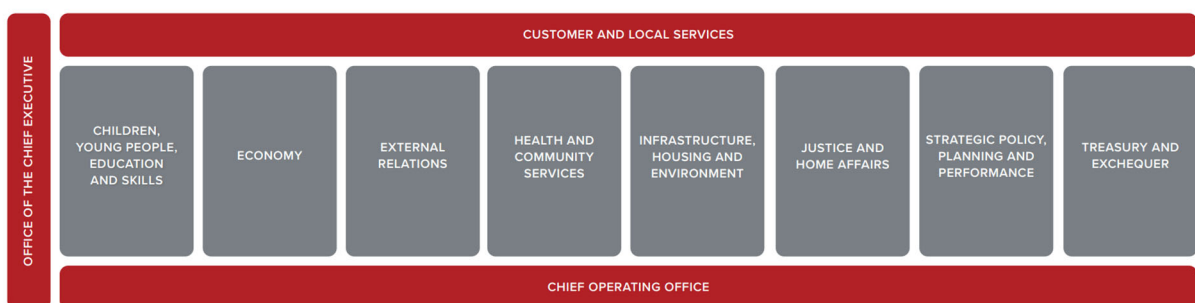
Statutory responsibilities

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

Government Departments



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Educated to degree in a subject or demonstrate such a level of equivalent qualifications and experience. Appropriate training qualification (CIPD level 5 equivalent)</p>	<p>Experienced in the use and or training of these systems is desirable</p>
<p>Knowledge <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>	<p>In depth knowledge of learning design and delivery and the development and maintenance of learning materials across all delivery media</p>	
<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Strong MS Excel, Outlook, Teams and PowerPoint skills are required.</p>	<p>Use of Articulate 360 to develop learning content</p>
<p>General Skills/Attributes <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>	<p>Excellent interpersonal skills and the ability to work in teams. Self-motivated and confident in the efficient prioritisation of competing time critical demands</p>	
<p>Experience <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>	<p>A minimum of three years' operational experience in a Learning and Skills role, a recognised teaching or learning qualification and previous and line management experience.</p>	

Personal Attributes

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 5 core accountabilities attributes and behaviour indicators.

I agree that this job description is an accurate reflection of my role.

Post-holder(s) agreement of job content (if appropriate/BAU)

Sign and date:	Print name:
Sign and date:	Print name:
Sign and date:	Print name:

I do not agree that this job description is an accurate reflection of my role.

Post-holder(s) disagreement of job content (if appropriate/BAU)

Sign and date:	Print name:
Sign and date:	Print name:
Sign and date:	Print name:

Reason for disagreement – this must be based on significant aspect(s) of the role which have not been included:

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Line Manager's agreement of job content

Sign and date:	Print name:
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Business Unit Manager's agreement of job content

Sign and date:

Print name:

Post number