



JOB DESCRIPTION

Job Title:	IT Training Officer
Grade:	Support Grade F
Hours:	37 hours per week
Location:	Framwellgate Moor Campus
Department:	Lifelong Learning
Accountable to:	Training and Development Manager

Job Purpose

Responsible for designing and delivering a wide range of training and development opportunities for curriculum, corporate staff and partners ranging from support with in-house products to the broader function of Office365.

Key Result Areas

1. Identify, design and deliver a wide range of in-house training programmes.
2. Develop the digital skills of our curriculum and corporate staff to ensure that our workforce are skilled and competent in a broad range of subjects.
3. Design an assessment process of training needs analysis to measure the digital competencies of staff to help identify and prioritise training requirements.
4. Look at existing strategies and explore new ways of enhancing the training available through exploration of eLearning.
5. Develop a wide range of training materials which will be easy to use and accessible for all.
6. Conduct role-specific training on tools and programmes used in each department.
7. Regularly review the training on offer to ensure that it is fit for purpose, relevant and in line with the developments of the business to ensure key performance targets are met.
8. Maintain detailed records of the training delivered.
9. Ensure that information on the content of the delivery is robust so that impact can be measured.
10. Work with our Improving Learning and Technology Enhanced Learning teams to develop, systems and processes to support staff to learn that reflect our ongoing changing business requirements and current IT systems.

11. Collect end user feedback and develop the service to respond to requirements.
12. Keep up to date with developments in IT technologies by undertaking appropriate staff development activities that support personal development and the changing needs of the College and its environment.
13. A requirement to travel off site to deliver a range of IT training to support our partnership work with employers.
14. Support the College to ensure that they meet objectives and staff and students have the skills and competencies of cyber security and awareness. Invest and propose changes to processes and working practices to utilise new technology to ensure continuous improvements in the College.
15. Undertake projects as directed by the Training and Development Manager.
16. Any other duties commensurate with the grade and status of the post.

General Responsibilities

1. To promote the mission, vision and values of New College Durham.
2. To ensure effective communications within and between teams, be involved in and participate in meetings, team briefings, development days, etc.
3. To engage with line manager in regular appraisals and performance reviews against agreed objectives.
4. To be responsible for actively identifying own development needs.
5. Staff must take reasonable care, and be aware of their responsibilities under the Health and Safety at Work etc. Act (1974) and to ensure that agreed safety procedures are carried out to maintain a safe environment for staff and visitors to the College.

Variation in the Role

Given the dynamic nature of the role and structure of New College Durham, it must be accepted that, as the College's work develops and changes, there will be a need for adjustments to the role and responsibilities of the post. The duties specified above are, therefore, not to be regarded as either exclusive or exhaustive. They may change from time to time commensurate with the grading level of the post and following consultation with the member of staff.

Equality and Diversity

The College is committed to equality and diversity for all members of society. The college will take action to discharge this responsibility but many of the actions will rely on individual staff members at New College Durham embracing their responsibilities with such a commitment and ensuring a positive and collaborative approach to Equality and Diversity. This will require staff to support the College's initiatives on Equality and Diversity which will include embracing development and training designed to enhance practices and the experiences of staff,



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students and visitors to the College with an all-inclusive approach that celebrates differences. Failure to embrace these commitments may lead to formal action.

If you as a member of staff identify how you or the College can improve its practice on Equality and Diversity, please contact the Equality and Diversity Officer in Human Resources 0191 375 4025. Alternatively, if you wish for any support or assistance with regards to Equality and Diversity please again contact the above individual.

Commitment to Safeguarding Vulnerable Groups

New College Durham is committed to safeguarding & promoting the welfare of children and young people, as well as vulnerable adults, and expects all staff and volunteers to share this commitment.



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PERSON SPECIFICATION

Job Title: IT Training Officer

Assessed by key:

1. Application form
2. Interview
3. On the job
4. Skills test

Knowledge & Experience	Assessed by	Essential	Desirable*
English and Maths at Level 2 (GCSE / O Level, Grade C or above) or equivalent.	1	✓	
Educated to Level 4 in an IT related discipline (or equivalent), or willing to work towards.	1	✓	
Hold a relevant teaching qualification.	1,2		✓
Proven practical experience of delivering relevant IT / digital skills training	1,2	✓	
Have a high level of IT skills including recent experience in the use of a variety of IT products such as Microsoft products specifically Office365.	1,2,4	✓	
Experience of using educational systems i.e. VLE.	1,2		✓
Experience of delivering training face to face and remotely using learning management systems.	1.2	✓	
Recent and relevant experience of the Education Sector.	1,2		✓
Proven work experience working within a training environment delivering IT training.	1,2	✓	
Experience of designing course materials in a wide range of formats including eLearning.	1,2,4	✓	
Excellent communication skills with the ability to explain technical terms to a broad range of staff.	1,2,3	✓	



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Skills		Essential	Desirable
Full UK driving licence and access to own vehicle.	1, 2	✓	
A proven track record of being able to prioritise and organise own work.	2,3	✓	
Ability to deal professionally with staff/external stakeholders in person, by phone or by correspondence.	2,3	✓	
Commitment to resolving problems and to improving own performance.	2,3	✓	
Recent experience in effectively organising and managing your workload.	1,3	✓	
Demonstrate the ability to work both individually and within a team and support both individual and team development.	3	✓	
Demonstrate the ability to work with accuracy and attention to detail in a constantly changing environment.	1,2,3	✓	
Suitable to work with young people and vulnerable groups.	1,2,3	✓	
Enthusiasm, flexibility and commitment to accuracy.	2	✓	
Responsible and reliable with professional attitude and appearance	3	✓	
Excellent oral and written communication skills and interpersonal skills	1,2,3	✓	
Have systematic, methodical approach with attention to detail	1,2,3	✓	
Ability to respond to a rapidly changing working environment	1,2,3	✓	
Ability to learn and share knowledge	1,2,3	✓	
Proven capacity to work innovatively and independently	1,2,3	✓	

*For the post holder to be successful in the role, all criteria within the person specification are essential, however for the purpose of recruitment some are listed as desirable as we may expect to see this skill, experience or qualification develop or be obtained once in the role. This job description may be reviewed considering experience, changes and developments during the on-going appraisal and performance review process.



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