Kent County Council
Job Description: *Training and Testing Officer*

Directorate:	**Adult Social Care and Health**
Unit/Section:	**Business Development Unit – Systems Team**
Grade:	**KR9**
Responsible to:	**ASCH Training and Testing Manager**

Purpose of the Job:

Provide training and support on the use of specialist business IT systems for Adult Social Care and Health, helping to ensure that staff are confident and can operate systems in a way that reflects the operational and management information requirements for the Directorate.
Responsible for the design, delivery, development and evaluation of systems training. To deliver systems knowledge, information and data management ensuring that systems training, and user guidance is user friendly and updated to reflect changes in business process or system functionality. The role will support testing of system changes and new solution implementations to ensure they are fit for purpose.

Main duties and responsibilities:

- To develop and deliver training for ASCH systems to ensure the provision of consistent and appropriate training programmes for staff, so that they may fully utilise systems that support their operational activities.
- Monitor evaluation outcomes and produce evaluation reports for training queries to ensure that relevant feedback influences programmes and course design.
- To develop and maintain high-quality user-friendly training materials and guidance incorporating various methods of delivery, considering use of guides, virtual and physical training courses, bitesize videos, announcements, and the use of champions to best support correct system usage.
- Ensure the content for systems training and supporting documentation are updated in a timely manner considering system, feedback or business process changes to best enable users. Ensuring that all published guides are user friendly and meet the needs of the operational teams.
- Provide remote support to ASCH operational teams, systems questions, understanding and address data inputting issues to support operational teams in system utilisation.
- Support the Systems team testing of repairs, systems patches, new system business processes and trends, ensuring they are fit for purpose.
- Work closely with Systems team to support all system changes and system upgrades testing, including floorwalking, providing demonstrations to operational teams and reviewing training materials to ensure they are updated as necessary to provide additional support to operational teams.
- Cultivate and support organisational champions to promote best practice.

- Support staff within ASCH to develop their technical knowledge and skillset, optimising the ability to use reporting writing tools effectively to reduce inputting errors and reducing ongoing queries to the Systems team.
- Keep up to date with immerging training methods and techniques that could further support Adult Social Care and Health.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

The following outlines the criteria for this post.   Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	• NVQ level 3 or equivalent qualification • Training Qualification/accreditation
EXPERIENCE	• Experience of delivering training through a variety of methods for ASCH Operational Business systems • Experience of establishing and managing relationships across the services • Experience in resolving internal customer issues • Knowledge and experience of working in a training role with a sound grasp of training methods and delivery • Proficient understanding of Microsoft Systems and excellent generic IT competence • Experience of training provision
SKILLS AND ABILITIES	• Ability to translate business processes into training delivery • Excellent communication skills • Proven ability to work to deadlines, able to work on own initiative, taking responsibility for actions • Proven IT skills including Word, Excel and Power-Point • Ability to develop various methods of training delivery • Ability to offer a holistic view of how systems interact across all areas of the business and the systems usage • Ability to patch test or test forms to ensure systems are continuously kept up to date, fixing errors and making improvements where necessary
KNOWLEDGE	• Knowledge of training models • Knowledge of Adult Social Care and Health processes • Knowledge of Customer Care ethos
KENT VALUES AND CULTURAL ATTRIBUTES	**Kent Values:** • We are **brave**. We do the right thing, we accept and offer challenge • We are **curious** to innovate and improve • We are **compassionate**, understanding and respectful to all • We are **strong together** by sharing knowledge • We are all **responsible** for the difference we make Our values enable us to build a culture that is: **Flexible/agile** - willing to take (calculated) risks and want people that are flexible and agile

	Curious - constantly learning and evolving **Compassionate and Inclusive** - compassionate, understanding and respectful to all **Working Together** - building and delivering for the best interests of Kent **Empowering -** Our people take accountability for their decisions and actions **Externally Focused** - Residents, families and communities at the heart of decision making