

Directorate:	Children, Young People and Education
Unit/Section:	Management Information & Intelligence
Grade:	KR9
Responsible to:	Senior Systems Change & Development Officer

Purpose of the Job:

Provide training and support on the use of specialist business IT systems for Children, Young People and Education Services, helping to ensure that staff are confident and can operate systems in a way that reflects the operational and management information needs of the Directorate.

Responsible for the design, delivery, development and evaluation of systems training to address systems knowledge, information and data management and for ensuring that systems training, and user guidance is updated to reflect changes in business process or system functionality.

Main duties and responsibilities:

- Maintain a thorough understanding of operational business processes, and actively maintain knowledge in relation to legislation, practice and local initiatives to ensure that system training and support remains relevant and up to date.
- Design and deliver training courses, including e-learning (where relevant), using the most appropriate teaching methods for both groups and individual learners.
- Ensure that the content for systems training, and supporting documentation, are updated in a timely manner to take account of any system or business process changes.
- Lead on the organisation and feedback from System Testing, working closely with Cantium Business Solutions to ensure that all system changes and system upgrades are thoroughly tested.
- Provide support to CYPE business system users. This will include the provision of remote support in response to users queries and 'on-site' support with operational teams across Kent as and when required.
- Lead on the identification of training and support needs including the scheduling of sufficient levels of training to meet business needs, the implementation of new system and/or workforce development.
- Take a lead in agreed Business Areas for all aspects of training and support needs of system users. This will include taking active participation as a training representative in relevant meetings.
- Produce reports on training activity and course evaluation.

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

Kent County Council

Person Specification: Systems Training Officer

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

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

	MINIMUM
QUALIFICATIONS	NVQ level 3 or equivalent qualification or demonstrable knowledge and skills. IT Training Qualification/accreditation.
EXPERIENCE	Experience of training provision Experience of delivering training through a variety of methods for operational business systems. Experience of course training planning and course structuring. Ability to offer a holistic view of how systems interact across all areas of business and systems usage. Experience of developing new business or IT system processes. Experience of resolving customer issues. Experienced in establishing and managing relationships across a wide range of services.
SKILLS AND ABILITIES	Ability to translate business processes into training delivery. Excellent communication skills. Strong organisational skills Proven ability to work to deadlines, able to work on own initiative, taking responsibility for actions. Ability to deal with complex problems and to pro-actively seek resolutions. Proven IT skills including MS Word, Excel and PowerPoint and Captive (or equivalent for development of e-learning courses).
KNOWLEDGE	Knowledge of training models. Knowledge of customer care ethos.
BEHAVIOURS AND KENT VALUES	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