ICT Trainer

Grade	Contract Type
G	**Homeworker 1**

Service Delivery Manager
↓
ICT Lead Trainer
↓
ICT Trainer
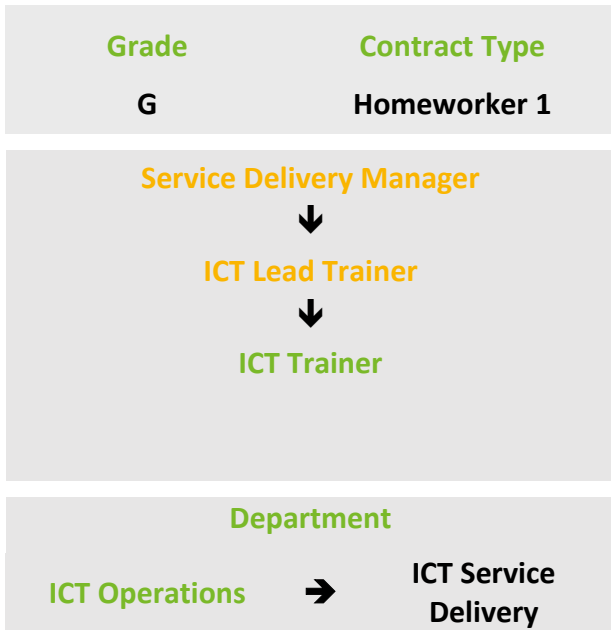
Department

ICT Operations ➜ **ICT Service Delivery**

Role Overview

Ensure YHG employees have the knowledge, ability and resources available to them to enable them to make the most effective use of the Group's ICT resources.

RESPONSIBILITIES

- Assist in the development, management and promotion of the System Expert framework, creating a pool of available knowledge for each of the Group's main Business Applications.
- System Expert for the Group's Housing, Finance and Document Management Systems.

- Assist the ICT Lead Trainer and work with Learning & Development to create a proactive training service that utilises the System Expert pool to deliver ICT related induction training and ongoing training resources/support to our internal customers.
- Create articles to populate the self-serve support service (knowledge base, guidance library, and hints and tips) that enables our customers to resolve low-level support issues and build up their own knowledge and expertise.
- Promote the self-serve support service and provide ad-hoc helpful tips to colleagues.

- Assist in the creation and maintenance of the Group's End User Documentation Library, ensuring that 'all' Guidance notes are kept up-to-date with the Group's latest working practices.
- Assist the ICT Lead Trainer/Applications Team to organise User Acceptance Testing of planned application upgrades and ensure that newly available functionality is reviewed and if appropriate, made available to customers.
- Identify ad-hoc customer training needs or organise System Expert mentoring/buddying.

Our values

Honest & Reliable
We are authentic, open and dependable; and we do what we say we'll do.

Caring
We show kindness and consideration to our customers and each other.

Respectful & Fair
We listen to people, and strive for equity and inclusivity in all that we do.

Creating more places for people to thrive and be recognised as a sector leading landlord

- Work with the ICT Lead Trainer / Operational Staff to ensure Business Readiness for software implementation projects.
- Undertake additional duties appropriate to the role and/or grade.

STRENGTHS

- ✓ Ability to deliver structured training to customers of varying IT literacy.

- ✓ First-class customer service skills.

- ✓ Excellent communication, influencing and time management skills to manage multiple priorities, working in a fast-paced environment.

- ✓ Ability to produce precise, well-structured training and procedural documents to be delivered by e-learning or face-to-face.

- ✓ Ability to build and maintain positive relationships with others at all levels of the organisation to achieve results, to understand your audience and deliver training confidently.

- ✓ Proactive approach to continuous improvement and learning through technology.

ESSENTIAL REQUIREMENTS

- ✓ High levels of IT literacy (Microsoft Word, Excel, Visio, Project).

- ✓ GCSE Maths and English (or equivalent).

- ✓ Excellent attention to detail.

- ✓ Significant experience in delivering training and producing training and procedural materials, videos and e-learning.

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BENEFICIAL TO THE ROLE

- ✓ Full UK Driving License & use of a vehicle.

- ✓ CIPD Level 3 Learning and Development Practitioner.

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- ✓ Knowledge and understanding of the Social Housing sector or with local authorities .

- ✓ Beneficial to have IT Trainer experience in delivering system training and producing system training materials.

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