

ICT Trainer

Grade

G

Contract Type

Homeworker 1

Service Delivery Manager



ICT Lead Trainer



ICT Trainer

Department

ICT Operations



ICT Service Delivery

Role Overview

The Instructional Designer and Trainer role is essential for ensuring that employees at Your Housing Group possess the necessary skills and knowledge to utilise the organisation's ICT resources effectively.

The position involves evaluating employee skills and business requirements to identify where ICT training is needed and being responsible for designing and delivering a range of comprehensive training programs that create blended learning and development solutions for the organisation.

RESPONSIBILITIES

- Create/develop full ICT training programmes on the use of ICT Systems and business processes for staff at all levels, including management, directors, and senior leaders.
- Collaborate closely with business stakeholders and the ICT Training Lead to gain a deep understanding of business processes and training needs. Engage with over 1,000 employees across diverse departments interact with various ICT systems in order to design and deliver impactful training solutions and provide informed guidance on ICT learning requirements.
Use specialised skills to quickly learn new technical information and gain extensive knowledge of multiple complex ICT systems, including but not limited to the finance, housing management, CRM solutions, repairs, maintenance, and scheduling systems. Manage and administer the Learning Management Systems. To be able to develop and deliver training and be a System Expert for the Group's ICT systems training and purchased systems.
- Assist in developing, managing and promoting the System Expert framework, creating a pool of available knowledge for each of the Group's Main Business Applications.
- Assist the ICT Lead Trainer to create a proactive training service that utilises the System Expert pool to deliver ICT related training and ongoing training resources/support to our internal customers. Coordinate and administer training systems and setups across all sites, including two Learning Management Systems (LMS). Be able to work in numerous software development environments to learn systems and produce learning materials.
- Create articles to populate the self-serve support service (knowledge base, guidance library, and hints and tips) that enables our customers to resolve support issues and build up their own knowledge and expertise. Assist in creating and maintaining the Group's End User Documentation Library, ensuring that 'all' Guidance notes are kept up-to-date with the Group's latest working practices. Create engaging learning material, via a range of methods including face to face and e-learning, videos, or other creative and innovative solutions.
- Create robust evaluation tools to gauge the effectiveness of learning interventions.
- Promote the self-serve support service and provide ad-hoc helpful tips to colleagues.
- Assist the ICT Lead Trainer/Applications Team in organising user acceptance testing of planned application upgrades and ensure that newly available functionality is reviewed and, if appropriate, made available to customers. Work with the ICT Lead Trainer / Operational Staff to ensure Business Readiness for software implementation projects.
- Identify ad-hoc customer training needs or organise System Expert mentoring/buddying.
- Utilise advanced knowledge of learning theories and instructional design frameworks to develop effective training programs. Identify organisational learning needs, analyse learning requirements, and design impactful learning interventions.
- Travel throughout the various business units to provide training in a range of locations and deliver a range of ICT Training and knowledge sharing events as required to meet the business needs.

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.

Through our **passion** for housing, more **people** have a **safe** place to call **home**

- Undertake additional duties appropriate to the role and/or grade.

STRENGTHS

- ✓ Knowledge and experience of online and alternative media course content creation and evaluation.
- ✓ Proven experience in learning design and delivery. Ability to produce precise, well-structured training and procedural documents to be delivered by webinar or face-to-face. And to deliver structured training to customers of varying IT literacy.
- ✓ Influencing and time management skills to manage multiple priorities, working in a fast-paced environment.
- ✓ Demonstrated expertise in learning theories, instructional design principles and in informing on training needs analysis
- ✓ Strong communication skills both written and verbal, along with training certifications knowledge.
- ✓ Ability to build and maintain positive relationships with others at all levels of the organisation to achieve results, to understand audiences and deliver training confidently.

ESSENTIAL REQUIREMENTS

- ✓ High levels of IT literacy (Microsoft Word, Excel, PowerPoint, Outlook).
- ✓ GCSE Maths and English (or equivalent).
- ✓ Significant experience in delivering training and producing training and procedural materials, videos and e-learning. Experience in delivering training to diverse groups, including senior management.
- ✓ Demonstrates a strong understanding of business processes and the ability to learn how different teams utilise various ICT systems quickly. Possesses the capacity to rapidly acquire new technical knowledge and skills, adapting to evolving technologies and training needs.
- ✓ Excellent organisational and interpersonal skills with the ability to effectively engage with business stakeholders. Clear and articulate communication skills, both written and verbal, with excellent attention to detail. Proven ability to collaborate with stakeholders to understand and address their training needs. Hands-on experience co-ordinating multiple training events.
- ✓ Ability to work autonomously with minimal supervision.

BENEFICIAL TO THE ROLE

- ✓ CIPD/L&D related qualification or equivalent.
- ✓ Analytical skills.
- ✓ Creativity and innovation.
- ✓ Experience of authoring tools.
- ✓ 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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