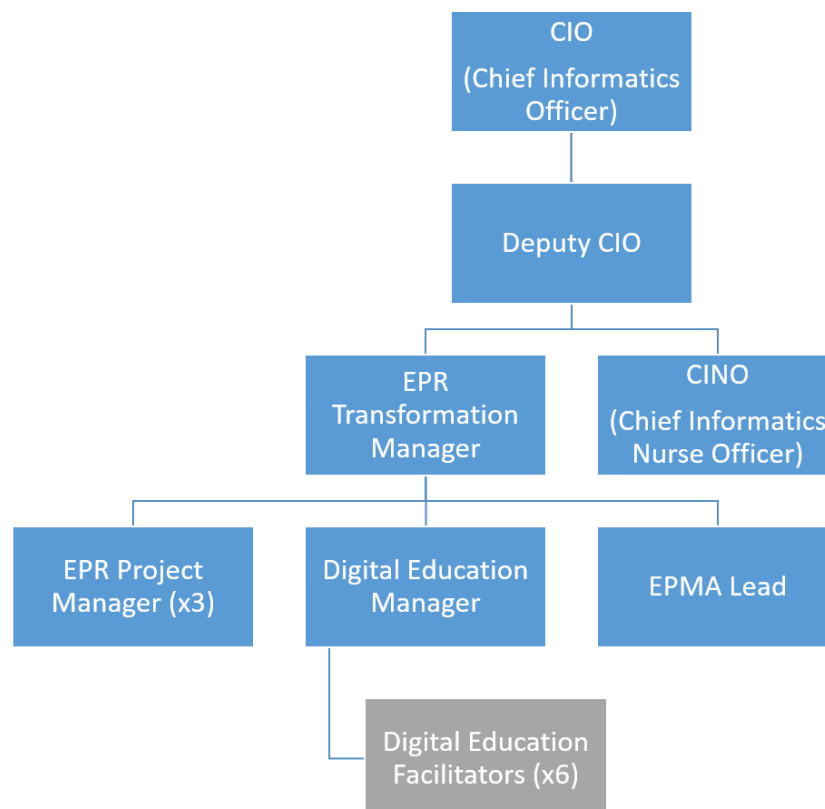


JOB SPECIFICATION

JOB TITLE: Digital Trainer

GRADE: Band 5

ORGANISATION CHART:



JOB PURPOSE:

Provide training, support and knowledge to support the implementation and development of all elements of Digital Education being implemented within the Trust. To ensure that all users make full and effective use of Digital tools by evaluating and testing current and new software, as well as planning, developing, delivering and evaluating training courses, using PRINCE project management tools.

JOB DETAILS

Job Title: Digital Trainer
Hours of Work: 37.5
Department/Ward: Digital Education
Division: Informatics
Base: Royal Bolton Hospital

REPORTING ARRANGEMENTS

Managerially Accountable to:	(Managerially)	Digital Education Manager
	(Reporting)	Digital Education Manager
Professionally Accountable to:	(Professionally)	Digital Education Manager
	(Clinical)	Not applicable
Responsible for:	N/A	

DUTIES AND RESPONSIBILITIES

Communication and Leadership

- Motivate users who are reluctant to embrace new Digital Skills and use powers of persuasion to enhance the benefits new skills will bring.
- Receive, assess and respond to user queries providing problem solving support and follow up training, if appropriate, ensuring that all queries are logged, answered and resolved in a timely manner, and escalate as appropriate.
- Liaise and communicate effectively with users, and internal and external contacts as required.
- To support the wider Informatics Team and take responsibility for managing training and testing aspects of projects, highlighting any issues to the relevant Project Team member.
- Assist in the review of the performance of systems and participate in regular review meetings with suppliers and users as required.
- Participate in educational seminars, and Trust induction, to enable users to appreciate the importance of Digital Skills.
- Represent Informatics/Digital Education, or deputise for the Digital Education Manager, at meetings internal and external to the Trust.
- Acquire and maintain detailed knowledge of the systems/applications and provide advice and support to assist departmental managers and colleagues when appropriate.

Planning and Organising

- Plan and deliver training to end users in accordance with agreed timescale, varying from 1-1s, classroom sessions to large groups of staff using digital tools as and where necessary.
- Develop Digital Content and assessments in accordance with agreed timescales.
- Prepare and maintain the Training Environments to ensure they are up to date to support training.
- Run training reports and communicate to relevant team for reporting purposes.
- Undertake learning needs analysis for end user staff, and identify appropriate training requirements.
- Assist in undertaking regular training audits to assess effectiveness of training and identify areas where further training is required, and escalate to appropriate person.
- Maintain Learning Management System in accordance with Trust requirements.
- Undertake system requirement analysis/process mapping to identify organisational change requirements to support business change using Lean methodology.
- Responsible for own training and training courses to support projects, ensuring all training sessions are covered, in particular during periods of absence.
- Prioritise and manage requests on a daily basis through the training helpdesk, responding quickly and appropriately to issues, escalating if necessary adhering to internal SLAs.
- Provide administration duties for the Learning Management System, creating accounts, enrolments, managing course data and ensuring a high standard of Data Quality is maintained.

Training and Support

- Create and maintain training records, resources and promotional materials for distribution within the Trust and on the Intranet.
- Create and maintain the Training Environments to ensure they are up to date to support training.
- Deliver Digital Education in line with standard operating procedures (SOPs) for
 - Promoting IT security
 - Promoting Information Governance/Data Protection
 - Maintaining confidentiality
 - Maintaining high Data Quality
- To deliver training and provide support on a flexible basis to all users of Digital tools and applications.
- Assist with the quality assurance and testing of new or enhanced software and ensure that new/enhanced functionality is understood, users are trained, and training materials are updated as appropriate.
- Contribute to the publication of promotional materials, including articles, posters, intranet updates, and presentations to support new or enhanced software requirements.
- Maintain staff training records and provide information and statistics in relation to the need for training, delivery of training and targets for training.
- Ensure that all attendance and scheduling data are accurate and up to date within the Learning Management System.
- Contribute to ongoing development of Digital Education by putting forward end user views on opportunities for enhancement.

- Continued personal development of knowledge and skills to support advancements in Digital skills.
- Maintain a flexible approach when there is a requirement to deliver training and support during project implementations which may require working outside normal working hours, such as evenings and weekends across the Trust sites.

Other

- The role will involve significant use of a personal computer for data input, data extraction and analysis.
- There is a requirement to sit in a restricted position at a workstation for a substantial proportion of the working day.
- Prolonged concentration is frequently required to produce detailed digital learning materials and during training data analysis.

Patient Care

- Delivering indirect care to the patient by supporting clinical staff in their use of IT systems which are of key importance to patient safety, the quality of patient care, day to day operational management and effective delivery of services.

General

- Work as part of the Informatics Department, adhering to agreed standards and procedures.
- Represent the Trust at external meetings as and when required.
- Represent the Digital Education Manager at appropriate internal and external meetings as required.

Health, Safety and Security

- All employees have a duty to report any accidents, complaints, defects in equipment, near misses and untoward incidents, following Trust procedure.
- To ensure that Health and Safety legislation is complied with at all times, including COSHH, Workplace Risk Assessment and Control of Infection.

Confidentiality

- All information relating to patients and staff gained through your employment with this Trust is confidential.

Training

- Managers are required to take responsibility for their own and their staff's development.
- All employees have a duty to attend all mandatory training sessions as required by the Trust.

Any other general requirements as appropriate to the post and location.

The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties that will be allocated. They are subject to modification in light of changing service demands and the development requirements of the postholder.

Date Updated: May 2021

Prepared By: **Sharon Lythgoe**
Digital Education Manager

Agreed By: **Not Applicable**

PERSON SPECIFICATION

The person specification sets out the qualifications, experience, skills, knowledge, personal attributes, interests, other requirements which the post holder requires to perform the job to a satisfactory level.

Job Title: Digital Trainer

	ESSENTIAL i.e. Those qualities without which a post holder could not be appointed	DESIRABLE i.e. those extra qualities which can be used to choose between candidates who meet all the essential criteria	METHOD OF ASSESSMENT i.e. the method by which the person specification criteria will be assessed/evaluated
QUALIFICATIONS	Evidence of formal teaching or training qualification or equivalent experience, eg, City & Guilds 7307, Cert Ed, PGCE, CTTL, CIPD etc	Evidence of successfully completing presentation skills course	Application Form Certificates
	Evidence of continued professional development	Evidence of further study	Application Form Certificates
	Achievement of a Microsoft Office qualification, eg, ECDL, MOS or equivalent	Achievement of a project management qualification, eg, PRINCE/Agile	Application Form Interview Reference
		Achievement of ECDL Advanced or Microsoft Office Specialist (MOS) module(s) or equivalent	Application Form Interview
		Member of professional organisation	Application Form Interview
		Recognised management qualification or equivalent, or proven management experience	Application Form Certificates
EXPERIENCE	Experience of working in the NHS and using computerised systems within a health care setting	Understanding of the development and application of computerised systems within healthcare	Interview Reference
	Experience in supporting and training staff in clinical systems	Experience in developing e-learning packages	Interview Application Form
	Knowledge and experience in the identifying training needs, designing, planning and delivery of Training and conducting Training Needs Analysis	Involved in change management	Interview Application Form Reference
	Evidence of strategic and conceptual thinking to support change management	Involved in process mapping using Lean methodology	Interview

SKILLS	Computer literate with knowledge of MS Office applications, clinical systems, PC environment	Ability to make judgements and provide advice on all matters relating to training	Interview Reference
	Proven track record of working as part of a team		Interview Reference
	Skilled negotiator who is able to motivate and persuade, if required using tact and persuasive skills		Interview Reference
	Excellent interpersonal and communication skills (written, oral, digital)		Interview
	Ability to apply Digital technology to working practices		Interview
	Patient with the ability to communicate ideas/concepts well		Interview Reference
	Excellent presentation skills		Application Form Presentation Interview
	Highly motivated and committed to the use of computerised information systems within the NHS		Interview Reference
	Proven skills in managing information and maintaining records		
KNOWLEDGE	In depth knowledge and experience of the use and application of computerised information systems within the workplace	Practical understanding of the IM&T requirements within the NHS, its related issues, main purpose and benefits	Application Form Interview
	In depth knowledge and experience of using Microsoft Office to support application training	Knowledge of Lean methodology	Interview Certificates
	Knowledge of a range of work practices and procedures acquired through formal training and experience	Knowledge of other departmental systems within the workplace eg Radiology, Pathology	Application Form Interview
	Knowledge of relevant legislation eg Information Governance, Data Protection		Application Form Interview
	Continual development of knowledge and requirements to support change		Application Form Interview
OTHER (Please Specify)	Organised and capable of working to tight deadline	Casual car user	Interview Reference
	Willingness to learn and teach new skills to others		Application Form Interview
	Flexible in approach to working hours		Interview
	Ability to work on own initiative and with the minimum of supervision		Interview Reference

Date Updated:
Prepared by

May 2021
Sharon Lythgoe, Digital Education Manager

