

JOB DESCRIPTION

POST: TRANSFORMATION OFFICER: DIGITAL SKILLS LEARNING LEAD – 1 Year Fixed Term	POST NO: AB123
DIVISION: HR & OD	
SCALE: H/I	
ANY SPECIAL CONDITIONS: (a) <u>Career Grade</u> Scale H – The post holder is able to carry out the majority of all duties of the post, but requires additional training, supervision and/or experience. Scale I – The post holder is capable of undertaking all of the duties of the post satisfactorily with minimal supervision. Progression to Scale I is at the discretion of the Head of service having regard to the competence of the post holder and the availability of work at the appropriate level.	
RESPONSIBLE TO: OD Consultant RH25 (with dotted line to Digital and Transformation Project Leads as required)	
RESPONSIBLE FOR (POSTS): None	
MAIN PURPOSE OF POST: Champion the adoption of, and upskilling people across the Council on, the technology and digital tools that enable them to work in ever more efficient and productive ways; collaborate with others; improve delivery of our services; and work securely with data and information.	
SPECIFIC DUTIES OF POST: <ul style="list-style-type: none">• Provide specialist knowledge and experience to proactively challenge, influence and advise individuals, teams and the Council as a whole on how to improve ways of working through the use of the technology and digital tools we have now and in the future.• Lead on identifying needs, developing and delivering highly engaging learning content to help colleagues work in increasingly efficient, productive, collaborative and 'information secure' ways through the use of SharePoint, Microsoft 365 and other digital technologies.• Provide an innovative and flexible approach to learning, using a variety of methods. For example, formal classroom sessions, drop-in workshops, one-to-one at desk training, email support, instructional videos, e-learning, cheat sheets, quick reference guides and digital awareness campaigns.• Take a user-centred approach – always starting with the user's point of view and needs, identifying the technology and tools that can meet them and building learning around this.• To act as a link between users, support services and digital and transformation project teams, flagging issues and sharing insight to shape future digital and technology	

developments.

- Manage the scheduling, promotion, bookings, set up, wrap up, attendance recording, evaluation and reporting for all digital skills learning events (in person and virtual).
- Monitor, evaluate and review the quality and effectiveness of the learning content offered, refreshing and updating them so they remain current and fit for purpose.
- Develop, deliver and maintain tools to assess digital skills competency, for example for recruitment, selection and identifying learning needs.
- Set up and support a network of super users and champions so that they can develop the skills and experience to contribute to developing and delivering digital skills learning content.
- Keep own knowledge and skills up to date as updates, new systems, apps and functionality become available.

Other corporate duties

- To carry out such duties as the line manager may, from time to time reasonably require
- To carry out all duties in accordance with relevant legislation, council policies, procedures and standards
- To actively promote the council's Corporate Equality Statement and demonstrate the standard of conduct which prevents discrimination taking place
- To ensure full compliance with the Health and Safety at Work Act 1974, the council's health and safety policies and procedures and all locally agreed safe methods of work
- To share the council's commitment to safeguarding and promoting the welfare of children, young people and adults at risk as outlined in the council's Safeguarding Policy
- To ensure that all duties are carried out in compliance with both environmental legislation and a commitment to the council's Environment Policy.

NOTE: The duties listed are in general terms only and detailed variation in job content may be expected to occur.

AMENDMENT DATE: October 2021

POSTHOLDER'S SIGNATURE:

CANDIDATE SPECIFICATION

POST: INCOME GENERATION OFFICER – 1 year fixed term	POST NO: CX37
--	----------------------

CHARACTERISTICS	ESSENTIAL	DESIRABLE
<p>SKILLS/ABILITIES (Specific skills and abilities required to undertake the duties)</p>	<ul style="list-style-type: none"> • Ability to build excellent working relationships at all levels. • Engaging and persuasive, strong communication & presentation skills, both written and verbal, able to create learning content for and deliver training to diverse groups and individual colleagues both in person and virtually. • Able to explain complex subjects in a clear and interesting way. • Able to secure commitment and co-operation from others (such as those resistant to change or reluctant to use IT to support their role). • Excellent technology and digital skills, adept at working with hardware, applications and systems, identifying how they can be used to support more efficient and productive ways of working. • Able to effectively manage own programme of work. • Able to forward plan for months ahead, contribute to longer-term development, considering future implications beyond immediate problem. • Ability to self-learn and assimilate new technologies and applications. 	<ul style="list-style-type: none"> • Persuasive agent of change within your organisation with the ability to convince senior management and stakeholders of your plans.
<p>KNOWLEDGE (Particular knowledge which will be necessary to perform the work effectively e.g. of specific legislation or regulations)</p>	<ul style="list-style-type: none"> • In-depth knowledge of Windows and Microsoft 365 (especially SharePoint and 365 apps), hardware and peripherals. • Excellent understanding of different types of learning content and approaches to 	<ul style="list-style-type: none"> • Knowledge of data security and confidentiality issues in local government / public sector.

	<p>engage, raise awareness and upskill others.</p> <ul style="list-style-type: none"> • In-depth knowledge of how people learn. 	
<p>QUALIFICATION/ TRAINING (Education/vocational qualifications and other training)</p> <p>VERIFICATION WILL BE REQUIRED</p>	<ul style="list-style-type: none"> • Educated to University Degree level in relevant subject or equivalent vocational experience demonstrating development through involvement in a series of progressively more demanding relevant work/roles. 	<ul style="list-style-type: none"> • Formal teaching or training qualification/ accreditation. • Hold Microsoft Office Specialist Certification or Certified Microsoft Trainer (MCT).
<p>EXPERIENCE (Level and type of previous experience)</p>	<ul style="list-style-type: none"> • Significant experience of design, development and delivery of innovative and responsive learning content and training for diverse groups and individual end users covering digital systems, especially SharePoint, Microsoft 365 apps and devices that support flexible working. • Experience of using a variety of tools to create and share learning content, for example e-learning authoring, web and video creation tools. • Experience of influencing and proactively contributing to how technology and digital tools are used to support new ways of working to improve efficiency, productivity, collaboration and working securely with data / information. 	<ul style="list-style-type: none"> • Experience of SharePoint at administrator level. • Experience of the Microsoft Power Platform suite of Apps (Power Apps, Power Automate or Power BI). • Experience of designing and delivering awareness and adoption communication campaigns. • Consultancy delivery experience. • Previous experience of working with / within a local government environment.
<p>QUALITIES (Particular qualities necessary to carry out the works e.g. ability to work co-operatively in a team, use own initiative)</p>	<ul style="list-style-type: none"> • User-focused: understands users, what their needs are and finds ways that technology / digital can meet their needs. • Passionate about helping individuals, teams and organisations to improve their performance on a daily basis through making best use of technology and digital tools. • Enthusiasm for learning and 	

	<p>development.</p> <ul style="list-style-type: none">• Creative and innovative.• Team player, with excellent interpersonal and collaboration skills.• Well organised, able to work under pressure, to tight deadlines and conflicting priorities.• Self-motivated, able to use initiative and take decisions autonomously.• Excellent attention to detail.• Flexible and adaptable to change; responds effectively to changing priorities and different situations.	
<p>SPECIAL CONDITIONS (e.g. willingness to work unsocial hours or wear a uniform)</p>		