

# Role Profile

## Part A - Grade & Structure Information

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| <b>Job Family Code</b> | <b>8RT</b> | <b>Role Title</b>                    | <b>Training &amp; Support Officer</b>        |
| <b>GradeSO1/2 SS10</b> | SS10       | <b>Reports to (role title)</b>       | <b>Training &amp; Development Consultant</b> |
|                        |            | <b>Directorate</b>                   | <b>Business Services - Orbis</b>             |
| <b>JE Band</b>         | 269-313    | <b>Service</b>                       | <b>IT &amp; Digital</b>                      |
|                        |            | <b>Team</b>                          | <b>Customer and Partnerships</b>             |
|                        |            | <b>Date Role Profile was created</b> | <b>Nov-17</b>                                |

## Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

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| <b>Role Purpose</b><br>including key outputs           | <p>This role contributes to the provision and support of the IT enterprise and core business applications and tools, which are critical in support of both front line and back office service delivery. The focus of the role is the successful transition to live operation through user acceptance and readiness, and assists with functional and User Acceptance testing, user development &amp; training, and the provision of end user guidance, 'knowledge base' reference material and support documentation. The role must maintain a good knowledge and understanding of a range of specific technology areas and how they are or could be used to add value to customers' business processes and communications, to be able to promote optimal usage of the systems and tools. There is a requirement to configure tools and systems and design and implement process and workflow components.</p> <p>The role is responsible for planning and organising their own work. It provides coaching and training of colleagues, including senior colleagues in the business.</p> <p>It has responsibility for the ownership and management of assigned work packages, including customer awareness raising and communication.</p> <p>This role supports the effective delivery of the IT software, services and tools. It will contribute to customer-centric implementation of systems and tools; through proactive feedback and close working with a range of IT&amp;D and business stakeholders, the role will support good communications and a smooth and successful customer transition to reduce the likelihood of preventable future incidents and problems.</p> |
| <b>Work Context</b>                                    | This role is part of Customer and Partnerships within the Orbis IT & Digital Service. This Service provides mission critical operational support, innovative project delivery and dynamic strategic leadership that underpins delivery of the business priorities and service outcomes for the Orbis partner authorities and customers. This role may require some travel across the Orbis geography.   |
| <b>Line management responsibility</b><br>if applicable | May supervise apprentices or agency staff and coach or mentor team members  |
| <b>Budget responsibility</b><br>if applicable          | Responsible for advising customers and training them in the use of financial and analytical tools with significant budgetary impact (>£100,000)   |

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| <p><b>Representative Accountabilities</b><br/>Typical accountabilities in roles at this level in this job family</p> | <p><b>Planning &amp; Organising</b></p> <ul style="list-style-type: none"> <li>• Undertake and coordinate projects, feasibility studies and reviews in a defined area of activity to support and enhance service delivery.</li> <li>• Provide a range of specialist services advising and assisting customers in area of expertise, to maximise service quality, efficiency and continuity.</li> <li>• Plan and prioritise own work activities for the months ahead, to ensure operational efficiency.</li> <li>• Respond effectively to changing demands, adjusting priorities as needed.</li> </ul> <p><b>Policy and Compliance</b></p> <ul style="list-style-type: none"> <li>• Ensure personal and where appropriate team compliance with established protocols, procedures and practices.</li> <li>• Audit and monitor compliance of 3 parties with council requirements.</li> </ul> <p><b>People &amp; partnerships</b></p> <ul style="list-style-type: none"> <li>• May manage staff, or supervise the work of others, allocating and prioritising work and managing performance to secure efficient service delivery.</li> <li>• Resolve issues/queries independently, recommend alternative solutions if unable to assist, and ensure efficient, day-to-day customer service is delivered.</li> </ul> <p><b>Resources</b></p> <ul style="list-style-type: none"> <li>• May be required to maintain specialist equipment, systems and software (or maintain knowledge of these in some roles)</li> <li>• May manage or assist with budget/resource management in accordance with the council policies and procedures.</li> </ul> <p><b>Analysis, Reporting &amp; Documentation</b></p> <ul style="list-style-type: none"> <li>• Collate, store, record and analyse relevant data producing high quality reports, controlling data quality and integrity and recommending actions as appropriate.</li> </ul> <p><b>Duties for all</b><br/>Values: To uphold the values and behaviours of the organisation.<br/>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.<br/>Health, Safety &amp; Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p> |
| <p><b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b></p>                  | <ul style="list-style-type: none"> <li>• Educated to 'A' level, HND standard, or equivalent or able to evidence ability at an equivalent level.</li> <li>• May require a qualification relevant to the specific nature of the role.</li> <li>• Knowledge of relevant legislation, practices and policies applicable to specialist area.</li> <li>• For some roles a relevant degree may be required.</li> <li>• Excellent IT skills, including MS Office and database management systems.</li> <li>• Ability to undertake technical work relevant to the role.</li> <li>• Excellent written and oral communication skills with the ability to build sound relationships with customers.</li> <li>• Ability to apply specialist knowledge to respond to complex enquires from a range of stakeholders.</li> <li>• Previous experience processing, analysing and reporting data.</li> <li>• Previous practical experience in a relevant field.</li> <li>• Ability to manage a range of projects through to completion.</li> <li>• Effective interpersonal, influencing and negotiation skills.</li> <li>• Experience of leading a team (where appropriate).</li> </ul>   |

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| <p><b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b></p> | <ul style="list-style-type: none"> <li>• IPD certification, other teaching or training certification or equivalent experience of contributing to the learning and development of others</li> <li>• Familiarity with a wide range of functions, responsibilities and duties of a Local Authority</li> <li>• Detailed knowledge of desktop productivity software and tools including <ul style="list-style-type: none"> <li>o Advanced features (eg merge, macros, formulae)</li> <li>o Data classifications and standards</li> <li>o File and data manipulation and conversion</li> <li>o Import/export</li> <li>o Interfaces with major line of business systems</li> </ul> </li> <li>• Detailed knowledge of one or more major line of business systems or enterprise class corporate solutions</li> <li>• A working knowledge of modern hardware, software, connectivity solutions (eg remote and flexible working solutions)</li> <li>• Experience of working in an IT training role; delivering and evaluating training; or other learning input on key business systems</li> <li>• Experience of developing learning or reference materials from scratch</li> <li>• Experience of researching new technologies and evaluating new IT products from a user perspective</li> <li>• Experience of designing UAT and advising on/carrying out system configuration to meet the needs of users</li> <li>• Experience of having a role within IT projects and implementations or business improvement projects and working with testing and release processes</li> <li>• Experience of evaluating new IT products from a user perspective and giving feedback.</li> <br/> <li>• Proven levels of ability in both written and verbal communication which can be applied at all levels in the organisation, including excellent oral and written presentation skills</li> <li>• Ability to take ownership of work packages that improve standards in working practice and information quality and see them through to completion.</li> <li>• Ability to contribute to effective team working.</li> </ul> |
| <p><b>Role Summary</b></p>   | <p>Roles at this level may manage a straightforward operational activity or small team or provide specialist support services or they are at a graduate level of a professional discipline. They have in-depth knowledge of methods, systems and procedures and possess practical understanding in one or more technical or specialist disciplines. A thorough knowledge of their own area or discipline is required although overall supervision from a more experienced professional is available. They work collaboratively with customers, staff, partner organisations, agencies and/or contractors and play a major role in maintaining quality standards and/or engaging in project management.</p>  |

