**JOB DESCRIPTION**

Job Title: **Housing IT Training & Development Officer**

Reports to: **Housing Systems Programme Manager**

Service/Directorate: **Housing,** **Neighbourhoods and Communities**

Team: **Housing Management**

# Purpose of the Job

To develop, document and deliver training programmes to Housing staff as a core part of the introduction of new housing IT systems as well as existing IT systems.

To introduce staff to corporate IT systems required to carry out their role, which includes MS Teams, SharePoint and Microsoft 365, through direct or indirect training packages.

To keep training needs analyses and documentation under review to ensure the best training provision and support is given to staff in Housing.

# Principal Accountabilities

1. To develop a training programme to meet the needs of a variety of professional users, including the development of training/process manuals and/or standalone training resources and courses.
2. To plan and present training to learners in a variety of formats including classroom-based, ‘roadshows’ and 1-2-1.
3. To monitor the effectiveness of training and delivery methods through course feedback and peer review, agreeing changes with line managers and stakeholders as required.
4. To maintain records of training delivered and planned, attendee lists and version control of training materials.
5. To identify individuals and/or teams who will need additional support in training in new and existing Housing IT systems and to arrange the appropriate additional training (including those with assisted software).
6. To provide general advice and guidance to appropriate staff within Housing in the use and applications of housing systems.
7. To provide a consultancy service on request to review business processes to make optimal use of the Housing IT systems.
8. To maintain knowledge of industry standards and best practice in the delivery of systems training e.g. such as online learning.
9. To assist in the channel shift to web-based and social media information by delivering appropriate training to staff and residents.
10. To maintain an awareness of significant developments in social housing provision, adapting or introducing new training as required.
11. To carry out duties in accordance with the council’s Equalities and Health & Safety Policies.

The list of duties in the job description should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

Your duties will be as set out in the above job description but please note that the council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes.

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| PERSON SPECIFICATION Job Title: **Housing IT Training & Development Officer**   |
| **Job Related Education, Qualifications and Knowledge** | * Degree level or equivalent experience and knowledge of producing and presenting written materials to groups of people in a learning environment.
* Demonstrable knowledge of the housing services provided by a Local Authority.
* Extensive and detailed knowledge of IT products, systems and services.
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| Experience | * Significant experience of working in housing services provided by local government, partner agencies or comparable public service/not-for-profit organisation
* Significant experience of delivery of training
* Design and production of training materials and written reports.
* Design and production of e-learning materials.
* Support change management in a large organisation
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| Skills and Abilities | * High levels of ability in both written and verbal communication.
* Excellent presentation skills.
* Confidence to communicate effectively at all levels.
* Ability to apply knowledge to problem solve in any situation.
* Good ICT skills and extensive knowledge of Microsoft Office.
* Ability to analyse systems and complex business processes.
* Ability to absorb complex information quickly and to present key points back to a variety of audiences.
* Ability to operate under pressure with the minimum of supervision.
* Influencing and persuasion skills.
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| **Equalities** | * Willingness to embrace and implement the Council’s equalities policies, particularly in the continuous development of performance measures to test the successful implementation of the policies.
* To carry out all duties in accordance with this policy.
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