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| Job Title | Technology Trainer |
| Grade | C |
| Directorate | Technology |
| Job Purpose | 1. Reporting into the Technology Training Manager, the Technology Trainer is responsible for the design, development and delivery of IT Training to CQC employees within their “stream”. They own the analysis of IT training needs and the ongoing evaluation of the effectiveness of training. 2. Working with the Service Delivery Lead for the stream, the post holder will ensure that proactive and excellent customer service for their primary service stream is achieved through the effective delivery of day to day IT Training, working with Technical and Operational Support Analysts to improve the overall service offering as systems and Technology services evolve over time. Their “stream” is the primary focus whilst support for colleagues in other streams is required in order to be flexible and shift support across other streams as required. |
| Accountabilities | 1. Supports the Technology Training Manager as part of the training team in the design of the ICT training strategy by applying sound knowledge and understanding of training, development and systems, as well as an understanding of CQC business requirements 2. Delivery of information management training across CQC. 3. Develops training and development frameworks and operational plans in support of the overall Technology training strategy using workforce needs and individual development needs analysis 4. Able to identify people’s training needs in conjunction with and by using data provided by colleagues within Operational Business Services and from key stakeholders across other Directorates. 5. Consults with Learning & Development and CQC business leaders to make decisions on priority training areas for each year 6. Contributes to the design process for in-house training and development materials, which may involve working with members of the Technology team, L&D and business leaders, who will contribute to the content of training and development materials 7. Delivers training and development using a range of delivery options from classroom training to e-learning by both internal trainers and external providers 8. Ensures that training delivery targets are met 9. Liaises with other L&D teams in CQC to ensure that IT training is integrated with other training initiatives and appropriate to meet the strategic objectives of CQC 10. Works within project teams in CQC to ensure that IT training needs are identified and incorporated into project plans 11. Continuously reviews and improves the quality of training output and processes 12. **Delivers training in CQC regional offices and external venues travelling to classrooms and meeting rooms as required.** 13. **Have the appropriate knowledge, skills and experience to actively promote diversity and equality of opportunity, treat everyone with dignity and respect and avoid discrimination and act in accordance with CQC Values & Behaviours** 14. All duties commensurate with your role and responsibilities. |
| Specific skills and experience | 1. Educated to Degree level, have a relevant qualification or equivalent work based trainer experience. 2. ECDL Advanced or a recognised ICT qualification 3. Proven track record of successfully delivering bespoke information Systems and CQC systems training which may include Microsoft 365 products and custom applications built in Microsoft Dynamics and delivered via Teams, classrooms and/or elearning. 4. Sound knowledge of training needs analysis, design, delivery and evaluation using different channels such as face to face, online and eLearning. 5. Experience using Adobe Creative Cloud to create and edit digital assets, including images, audio, and videos. 6. Evidence and knowledge of instructional design principals. 7. Experience in using Articulate 360 to author learning materials or comparable software. 8. Evidence of knowledge and understanding of the key priorities of a regulatory organisation 9. Evidence of extensive ICT experience with proven ability to communicate IT concepts to non-technical users 10. Excellent presentational skills, underpinned by the ability to secure and maintain the confidence of a range of stakeholders 11. Able to analyse risk and benefit within a fast paced environment and reassess priorities on a continual basis. 12. Strong planning and organisational skills with the ability to priorities multiple projects and tasks. 13. Awareness (experience desirable) of Assistive Technology (AT) and commitment to the delivery and support of staff in the use of AT. 14. Good understanding of testing new systems and documents using Assistive Technology to ensure that systems and documents are accessible. 15. Good understanding of testing new systems and documents using Assistive Technology to ensure that systems and documents are accessible. 16. Able to think and act strategically to develop practical innovative and creative solution to the management of complex issues 17. Excellent oral and written communication skills, with the ability to communicate effectively with colleagues. 18. Good understanding of how to coach and enable people to understand processes and systems. |
| Values & Behaviours  **Excellence**  In my work for CQC:   * I set high standards for myself and others, and take accountability for results * I am ambitious to improve and innovate * I encourage improvement through continuous learning, * I make best use of people’s time, and recognise the valuable contribution of others   **Caring**  In my work for CQC:   * I am committed to making a positive difference to people’s lives * I treat everyone with dignity and respect * I am thoughtful and listen to others * I actively support the well-being of others   **Integrity**  In my work for CQC:   * I will do the right thing * I ensure my actions reflect my words * I am fair and open to challenge and have the courage to challenge others * I positively contribute to building trust with the public, colleagues and partners   **Teamwork**  In my work for CQC:   * I provide high support and high challenge for my colleagues * I understand the impact my work has on others and how their work affects me * I recognise that we can’t do this alone * I am adaptable to the changing needs of others | |