Service Document Standard Form:

Role Profile

ICT Trainer

Linked documents: Job Evaluation Guidance Note

Buckinghamshire FIRE & RESCUE SERVICE *we save lives*

ROLE DETAILS:	
Role Title:	ICT Trainer
Grade:	Scale I
Service area:	Technology, Transformation & PMO
Responsible to:	ICT Manager

PURPOSE OF THE ROLE: *Why the role exists and what it has to achieve*

The purpose of this job is to lead and manage identifying, designing, delivering, assuring and evaluating Microsoft Office applications training programmes to support our Digital and Data Strategy, ensuring that our people have the right technology skills to fulfil their potential.

- The post holder will be required to deliver Microsoft Office applications training to individuals and large groups of staff using a variety of appropriate styles and methods.
- The post holder will produce and maintain a variety of training materials, both physical and digital for support of Microsoft systems.

Communication, motivation, influencing and persuasion skills will be required to present new ways of working to learners, to alter self-perception and working practices, and develop the culture change required for the Service to realise the benefits from investment in ICT

DIMENSIONS OF THE ROLE: *The key statistics associated with the role*

Financial (direct or non-direct):
- o Track the financial spend of training against budget(s) and prepare financial reports.
- o Submit annual ICT training and funding requirements via the service's Training Needs Analysis (TNA) process

Staff responsibilities (direct or non-direct):

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o The post does not currently have direct line management responsibilities. However, the post-holder coordinates with individuals and their line managers regarding the delivery of training using resources from across the service utilising matrix management.

Any other statistical data:
o The post is responsible for the recording of training progress providing regular reports to the ICT Manager.

PRINCIPAL ACCOUNTABILITIES: *What the role is accountable for and required to deliver*

- Conduct ICT skills gap analyses by assessing employees' existing ICT skills, identifying gaps, and determining training needs.

- Collaborate with the Service Desk Manager to identify trends and address skill deficiencies.

- Create supporting documentation by developing training materials, user manuals, and guidance notes for Microsoft applications.

- Generate content for the training prospectus, publicise available courses, and communicate the benefits of Microsoft updates to staff.

- Ensure staff are making best use of emerging technology to enhance productivity and efficiency, for example, Microsoft Copilot.

- Design and deliver comprehensive training to staff using various methods, including classroom sessions, workshops, one-to-one tuition, and e-learning, ensuring the training can be conducted at any site within the Service.

- Provide hands-on training and support to ensure end users are confident and proficient in Microsoft systems.

- Ensue staff are aware of data protection, security, and computer misuse responsibilities, as well as Service policies, and keeping employees informed about best practices.

- Implement training feedback processes by capturing regular feedback to ensure continuous improvement, and evaluate the effectiveness of training sessions, adjusting content and delivery methods as needed.

- Work as part of the ICT Team and provide a seamless/integrated ICT service across BFRS.

- Assist with future development of policy and guidelines in the use of BFRS Microsoft systems.

- Advise Service users on the most effective, safe and efficient use of the Microsoft Applications available.

- Work closely with ICT to support training on Fire Specific ICT solutions.

- Travel to various locations locally and nationally as required to attend courses or events and collaborate with other services or external agencies.

- To work on a flexible basis to train and support computer users, on occasions undertaking training outside of normal working hours to fit with firefighter shift patterns.

DECISION MAKING:

Make decisions:
The postholder will be responsible for making decision regarding ICT training from creation, delivery through to evaluation, within the parameters set by the ICT Manager.

Significant say in decisions:
The postholder will be required to collaborate with the ICT Manager and Service Desk Manager offering input and ideas regarding overall ICT strategies, planning, and processes.

CONTACT WITH OTHERS: *The frequent contact the role holder has with others and for what purpose*

Internal:
- All staff
- Managers
- Strategic Management Team
- Organisational Development Team
- Marketing and Communication Team

External:
- Other Fire Services
- Other Public Sector Organisations

PERSONAL REQUIREMENTS:

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- To participate in a programme of continuous personal and professional development relevant to the role
- To be committed to protecting and respecting the privacy of individuals and the responsible handling of personal information
- To ensure all aspects of health and safety are adhered to. Ensuring that all employees, visitors, contractors etc. within the area are following statutory requirements and Service policies and procedures
- To support the effective implementation and embedding of relevant policies and procedures
- To support the effective implementation and embedding of equality, diversity and inclusion
- To share the Service's commitment to safeguarding and promoting the welfare of children and vulnerable adults
- To undertake, with appropriate training, the duties of other roles as required
- To mentor and coach employees as required
- Attend meetings as required and submit information in appropriate formats as required
- To undertake any other duties which fall within the broad spirit, scope, levels and purpose of this role that may reasonably be required from time to time, at any location required by the Service

Behaviours we are looking for:

- **Professional**: Upholds integrity, compassion, and respect. Values diversity and advocates inclusiveness
- **Connected**: Personable with strong communication skills. Builds meaningful relationships and manages stakeholders effectively
- **Empowering**: Supports team success, celebrates achievements and fosters a collaborative environment
- **Ambitious**: Creative problem solver who embraces new technology. Proactive and able to juggle multiple projects

REQUIREMENTS: Essential Criteria
The skills, knowledge, qualifications and training required to perform the role

Qualifications & Training:
- Educated to HNC/HND or Level 4/5 in an ICT discipline or relevant ICT experience.
- Training qualification or relevant experience in developing and delivering ICT training to staff

- English Language GCSE grade 4 or above (or equivalent)
- Advanced ICT skill sets e.g. Microsoft Office Specialist (MOS) or working towards

Experience:
- Extensive experience with Microsoft Office Applications including O365
- Working knowledge of current Microsoft technologies.
- Experience in the design and delivery of ICT training to staff.
- Demonstrable experience in course development, planning and delivery
- Successful track record in contributing to the delivery of complex programmes of training and technology-based change leading to realisation of benefits.

Skills & Knowledge:
- A committed team player with the ability to communicate and work effectively within a team environment
- Able to converse fluently, logically and confidently with a wide range of levels of staff
- Ability to communicate effectively both orally and in writing to a wide range of audiences to support influencing change.
- Ability to understand and apply relevant information to make appropriate decisions which reflect key priorities and requirements
- Proactive approach to addressing identified training issues and retraining where necessary
- Ability to use initiative and work flexibly without direct supervision
- Ability to work well as part of a team
- Driving license will be required to travel throughout Buckinghamshire and Milton Keynes to deliver training.

REQUIREMENTS: Desirable Criteria

Qualifications & Training:
- Advanced teaching qualification, e.g. Award in Education and Training (AET) (PTLLS)
- IT Training qualification, e.g. TAP

Experience:
- Project Management experience
- Experience of development and executing testing plans

Skills & Knowledge:
- Understanding of Fire Service or other Emergency Services ways of working

- Understanding of Fire Service Digital systems and services

ANY ADDITIONAL INFORMATION: *Information relevant to the role.*

The post holder will be expected to have a flexible approach to work, possessing a high level of integrity, honesty, reliability and confidentiality.

This role profile will be supplemented by annual objectives, which will be developed in conjunction with the role holder. It will be subject to regular review and the Service reserves the right to amend or add to the content listed above.