

Job Description

Job Title:	Learning Development and User Support Officer	Job Number:	Y5396D
Directorate:	People Directorate	Post Number:	
Service:	Business Systems & Continuous Improvement	Grade:	5
Location:	City Centre		

Our values:

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation.

Job Purpose:

To provide specific guidance, training and learning support in relation to information and information systems used within the People Directorate and partner organisations as required, for example health services delivered via a range of methods including responding to queries/issues raised via the Directorate system support desk function.

To contribute to ongoing development of quality standards, systems and processes.

To work with Directorate representatives to plan co-ordinate, develop and deliver a range of creative learning and development solutions within social care services, using a variety of media.

Main Duties and Responsibilities:

1. In conjunction with Directorate representatives and Workforce Development, develop and maintain a training plan for users of the Directorates main Information Systems.
2. Organise, prepare and deliver training, which appropriately supports the training plan by applying a range of learning methods and approaches including classroom-style delivery; targeted 1:1 support, post-training floor walking, e-learning and coaching.
3. In conjunction with Directorate representatives, Workforce Development and ICT Services if required, to develop, produce, evaluate, update and distribute a range of learning and development materials that reflect agreed business processes and policies, applying agreed change control methodologies as necessary to ensure consistency and that they are up to date.
4. To be the first point of contact within the Directorate for training related queries from the Service Area and provide appropriate advice and guidance including providing frontline support to system users via the Directorate systems support desk function.

5. To contribute to the development of agreed quality standards and processes for training in the use of information and information systems within social care services.
6. To liaise regularly with Information System champions to receive feedback on the issues and views of users, and feed into the development of systems, and associated processes.
7. To contribute to project work to develop relevant recording policies and improvements in business processes and development of information systems including working with ICT and Directorate representative.
8. To work with colleagues from Directorate representatives, ICT Services and other services/agencies as necessary to analyse training, learning and development outputs and impacts using a range of methodologies and tools. This includes course evaluation feedback, performance indicator results, and data quality checks, agreeing the application of findings to learning & development activities
9. To bring to the attention of relevant managers and staff any issues and concerns in relation to information governance matters emerging from training events.
10. To take personal responsibility for maintaining and updating knowledge and skills in relation to relevant process, practice, policy, legislation and guidance, liaising as necessary with ICT Services, Directorate managers, and partner representatives on the application of these to designated training duties.
11. To work with ICT Services and directorate staff to provide support for "systems testing" procedures and activities. For example during upgrades/implementation working through pre-set scenarios to check system functionality and process accuracy from a 'system user' perspective.
12. Follow agreed procedures for reporting any technical/system failures experienced during training sessions to ICT Services and/or User Support, including making arrangements for the continuation, delay, postponement and/or cancellation of sessions as a result of any such problems.
13. Prepare performance management information and reports for Head of Performance & Information Team, Service Areas and other key stakeholders in relation to learning and development activities. This will include both qualitative and quantitative data and may include both agreed regular reporting and ad hoc reports upon request.
14. Any other duties commensurate with the responsibility level and salary of the post as graded.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equal Opportunities Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Responsible for: N/A

Responsible to: Business Systems Manager

Date Reviewed: April 2021

Updated: April 2021

Person Specification

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Area	Description
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Knowledge:	Ability to demonstrate knowledge of variety of learning and development tools and methodologies and how these might be applied to training in the use of technology, information systems and recording.
	Understanding information systems, financial and statistical data and the use of information for the purposes of service delivery and performance management.
	Understanding of how equal opportunities and managing diversity in a 'learning & development' setting should be positively to promote a learning culture.
	Awareness of information governance legislation (e.g. Data Protection) and its application in the use of information systems, sensitive information, confidential situations, and the complexities of information sharing
	Understanding of how information systems and the use of technology impacts upon and supports performance management and service delivery.

Skills and Abilities:	Ability to support learning & development of systems and people, using influencing and negotiating skills to achieve operational outcomes.
	Ability to establish effective working relationships and demonstrate effective communication skills (verbal, written and presentational) at all levels within the organisation/partner organisations.
	Ability to assess, research, evaluate and formulate training materials in a variety of media, appropriate to the audience and target outcomes, identifying areas for improvement and development.
	Able to demonstrate ability to work unsupervised to agreed targets and outcomes, identifying priorities and seeking appropriate managerial input as necessary in a pressurised working environment.
	Ability to demonstrate competent level of computer literacy, including use of appropriate Microsoft products (e.g. Word, Excel, PowerPoint, Outlook).

Experience:	Significant experience of using complex computer software and systems that support information management and service delivery, preferably within a social care or similar setting.
	Ability to demonstrate significant experience in delivering training and support to people with varying skill levels in the use of computers and information systems, on a one-to-one and group basis.
	Ability to demonstrate experience in the development of computer based learning materials

Educational:	Relevant recognised training qualification or equivalent evidence of competence.

Special Requirements:	
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Date Reviewed: April 2021