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***“Our vision is to provide safe, high quality seamless service delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust Values”***

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| **JOB DETAILS** | |
| **Job Title** | Training Administrator Support Officer |
| **Reports to** | Digital Training Manager |
| **Band** | Band 3 |
| **Department/Directorate** | Digital Services Division |

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| **JOB PURPOSE** | |
| |  | | --- | | As the Training Administrator the post holder will work as part of a dynamic team in delivering effective digital training services and continual service improvements to support the Royal Devon and Exeter (RD&E) NHS Foundation Trust, its local business partners and external clients across the South West. The purpose of the role is to be responsible for:  Providing coordinated administration and project management support for the Digital Training Service that is responsible for analysing, scheduling, planning, coordinating and delivering digital Business-As-Usual (BAU), programme and project training to all Trust staff.  Supports, facilitates, evaluates and monitors the performance and effectiveness of Digital Training Service, proposing changes to practice to enhance performance, demonstrating continual service improvement in the services for which they deliver.  To be the key contact within the Digital Training Service, for Trust wide managers and staff, answering queries and offering advice and guidance with regards to digital training, learning, assessment and training curriculum development.  Leading on specific engagement activities, resource management and reporting, as directed by the Digital Training Manager, core to the promotion and success operation of the Service.  Acts as an ambassador for the Digital Training Service; build successful working relationships with internal and external staff, business partners and other stakeholders. | | |
| **KEY WORKING RELATIONSHIPS** | |
| **Internal to the Trust**  Trust Service Managers  Information Asset Owners  Caldicott Guardian(s)  Subject Matter Experts (SMEs)  RD&E Talent and Learning  Digital Services Department  Procurement  Estates and Facilities team  Communications and Engagement  Internal Committees and Governance  meetings  Clinician Staff  Trust IM&T User Base | **External to the Trust**  External Clients and Partners  3rd Party Service and Solution Providers  NHS Digital and NHSX  NHS England and NHS Improvement  Colleagues in other NHS and Social Care |
| **ORGANISATIONAL CHART** | |
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| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** | |
| * The key result areas for the role are described in the following sections: | |
| **COMMUNICATION/RELATIONSHIP SKILLS** | |
| * Produces timely and accurate oral and written communications to relevant parties, such as reports to senior management, client/users, and staff groups; * Work across the Digital Training Service and wider Digital Services Division to ensure that there is effective communication of plans and resource (training facilities, trainers and materials) availability; * Negotiates with key stakeholders to agree the required level of reporting, communication and captured the outcome in a reporting schedule, using persuasive skills to ensure that the Service achieves the best outcome; * Ensure that there is a published and up to date programme of activities and training availability; * Assist the training team with queries across the Trust advising on the training service catalogue, curriculum and answering any queries; * Provide telephone support and face to face meetings with Trust staff, communities, programme team members and 3rd party providers; * Liaise with all Trust staff to ensure that all enquiries related to digital training are documented effectively and responded to in a timely manner; * Ensure that any issues that cannot be resolved are escalated to the appropriate Digital Services Division teams; * Attend various meetings as required as part of the Digital Training Service, providing administrative support to senior managers within the Digital Services Division including attendance at meetings to document action plans; | |
| **ANALYTICAL/JUDGEMENTAL SKILLS** | |
| * Collates, analyses and manipulates complex data in order to compile high quality reports for senior managers, often at short notice; this includes the extraction of information from a variety of data sources, collation and analysis of this information to identify risks, issues and how to resolve them; * Preparation of complex data, evidence, reports and presentations to support the Service’s training activities; * Monitor capacity and demand for learning placements identifying and reporting where specific programmes need additional placements; * Production of reports for discussion to shape the delivery offered to meet demand; * Monitors, measures and reports on programme or project risks and issues, evaluating their impact and supporting their handling through to conclusion; * Investigate issues raised and document these for the Digital Training Manager; * Log issues as they arise and update administration systems accordingly; * Manage calendars and schedules for the Service’s team of Trainers; * Resolving conflicting diary appointments and schedules; * Undertakes evaluation of plans, risks and issues to assess compliance with relevant standards and presents findings. | |
| **PLANNING/ORGANISATIONAL SKILLS** | |
| * Be responsible for own area of work, working autonomously to plan and organise workload to meet multiple and often conflicting deadlines; * To plan and implement learning programmes to meet specific service needs, delivering regular learning programmes and competency assessment to staff groups or individuals. * Assist with the planning, scheduling, controlling and reporting activities by developing and maintaining programme or project plans using recognised software such as MS Project; * Assist the Digital Training Manager in the production and updating of the Trust’s Digital Training Strategy and Divisional Training Plan; * Assist with the planning and delivery of one off projects, including the gathering of views from a number of internal and external stakeholders; * Management, planning of the Digital Training Service induction activities, events calendar and promotion of Trust wide opportunities; * Chase colleagues in the Service’s team of Trainers to provide information in a timely fashion to enable deadlines to be met; * Planning the booking of training sessions which will involve co-ordinating rooms and diaries. | |
| **PHYSICAL SKILLS** | |
| * A combination of sitting, standing and walking; * Frequent requirement for concentration for checking documents and writing reports. * Frequent requirement to use VDU equipment; * Excellent keyboard skills are required, with the additional ability to operate and interact with a number of complex systems at the same time; * Ability to lift and carry IT equipment to set up training environments when required. | |
| **PATIENT/CLIENT CARE** | |
| * Patient Contact in this role is incidental. | |
| **POLICY/SERVICE DEVELOPMENT** | |
| * Develops and implements improvements to management information processes to ensure it is produced efficiently to meet organisational and key stakeholder requirements, whilst ensuring audit compliance; * Maintains an up to date awareness of NHS and Trust policies and proposes subsequent required amendments to project policy/practice i.e. understanding of the interplay between stakeholders, business partners, clients and impact on service delivery; * Understands the strategic direction of the Division, programme or project and beyond own work activity; * The post holder will prioritise their own workload; * Working within a framework of policies and procedures, maintain appropriate documentation to support the processes; * The post holder will have a duty of care in relation to all equipment and resources used in the course of their work; * Develops project deliverables to agreed quality standards; * Undertake any other duties commensurate with the grade as required by their line manager. | |
| **FINANCIAL/PHYSICAL RESOURCES** | |
| * Training Administrator Support Officer is required to support all aspects of Digital Training Service delivery and its finance. This includes monitoring of resources and expenditure using specific products (spreadsheets, accounting packages), contributing to the business planning of the Service by mapping resource costs based on specific, current data provided by the Finance Department; * Ordering equipment, materials and hold responsibility for maintaining stock control on behalf of the Digital Training Manager; * Develop and maintain Service expenses for budget control highlighting requests above budgets agreed. | |
| **HUMAN RESOURCES** | |
| * To be able to accommodate change in a rapidly changing environment and encourage colleagues to embrace necessary practice change. Have a positive attitude to challenges and devise workable solutions to them; * Assist with the overseeing and management of training sessions, including co-ordinating rooms and scheduled induction and digital training courses; * Co-ordinate the availability of facilities ensure they are fully functional to support the Service’s training; * Provide cover for colleagues in the event of sickness, leave or other periods of absence; * Contribute to and work within safe working environment acting promptly in accordance with Trust Health and Safety policies and procedures in the event of risk to self and others; * Recognise the importance of people’s rights and act in accordance with legislation and Trust policies and procedures; * Work with the BAU, programme and project teams in developing and updating application training curriculum, courses and materials. | |
| **INFORMATION RESOURCES** | |
| * Uses Microsoft packages to produce relevant reports, such as MS Office and Project; * Maintain the chosen LMS system for the Digital Training Service, ensuring that it is accurate and up to date; * Ensure the training system is kept up to date and accurate for all digital training for staff across the Trust and key business partners; * Support completion of chosen LMS system including facilitation of self-directed learner events and development of documents and training material; * Document and prepare training materials for the digital Trainers; * Manage resource scheduling for the digital Trainers; this will include room booking and materials availability; * Collation of digital training and induction course requests and ‘learning required’ summary from enquiries and training; * All staff have a responsibility for data quality and for ensuring all data, both written and electronic, is recorded accurately and in a timely manner; * Develops, produces and validates reports, dashboards and other information, ensuring delivery to time and to the required quality. | |
| **RESEARCH AND DEVELOPMENT** | |
| * Contribute to the process of service change to ensure effective use of digital applications, platforms and infrastructure within the organisation; * Understand the business processes used and engage with colleagues and the wider Digital Services Division teams; * Assist in the specification of system and process changes to support the delivery of effective digital training; | |
| **FREEDOM TO ACT** | |
| * Work in accordance with all local policies and procedures and national requirements, use own initiative to deal with routine issues but be aware that non-routine enquiries should be escalated and referred to the line manager or the appropriate member of the relevant BAU service, programme or project team. | |
| **OTHER RESPONSIBILITIES** | |
| To take part in regular performance appraisal.  To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling.  To contribute to and work within a safe working environment.  The post holder is expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection.  As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust’s disciplinary policy) up to and including dismissal. | |
| **APPLICABLE TO MANAGERS ONLY** | |
| * N/a. | |
| **THE TRUST- VISION AND VALUES** | |
| Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:   * Honesty, Openness & Integrity * Fairness, * Inclusion & Collaboration * Respect & Dignity   We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff’s commitment to meeting the needs of our patients.  We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.  We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards. | |
| **GENERAL** | |
| This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the Manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.  The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462. | |

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| **POST** | Training Administrator Support Officer |
| **BAND** | Band 3 |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATIONS/SPECIAL TRAINING**   * Educated to ‘A’ level standard or equivalent * GCSE (or equivalent) Maths, Grade C or above * Advanced level of Microsoft Office products (Excel, Word, PowerPoint and Outlook) e.g. European Computer Driving Licence, ITQ or equivalent experience * Evidence of continuing professional development | X  X  X  X |  |
| **KNOWLEDGE/SKILLS**   * Excellent presentation, planning, interpersonal and communication skills (verbal and written) * Ability to present information and/or deliver management reports to senior staff * Use of IT equipment including laptops, projectors and tablets * Expert user of Microsoft Office packages * Knowledge of approaches to training, learning and assessment * Knowledge of NHS systems and processes * Knowledge of clinical and patient applications * Ability to plan and organise activities on a daily basis and to meet changing needs of service * Ability to learn how to use new software systems very quickly and efficiently * Experience of working with databases to record and extract data * Excellent numeracy * Excellent communication skills * Report writing, minutes recordings and presentation skills * Advanced keyboard skills | X  X  X  X  X  X  X  X  X  X  X  X  X | X  X |
| **EXPERIENCE**   * Experience in working within a hospital (acute or community) setting * Experience of and confidence in working with senior individuals * Approaches and techniques for effective training delivery * Experience of documentation management, procurement and resource scheduling * Experience of producing management information and reports * Experience of co-ordinating meetings or events * Experience of project management * Dealing with members of the public, customers internal and external | X  X  X  X  X  X | X  X  X |
| **PERSONAL ATTRIBUTES**   * A willingness/ability to learn and train in new topics/ applications * Able to adapt to changes in procedures and job roles * Self-motivated with an ability to motivate others * Ability to work both as a member of a team and independently * Smart appearance * Ability to prioritise and organise work to effectively manage own time * Ability to clearly and calmly explain sometimes complex IT processes to non-IT staff * Able to work on own initiative and take responsibility for decisions * Able to work under pressure and with competing priorities * Positive attitude * Attention to detail * Innovative and flexible | X  X  X  X  X  X  X  X  X  X  X  X |  |
| **OTHER REQUIRMENTS**   * Ability to occasionally work outside of normal office hours * Flexible to the requirements of the role * Requirement to travel to other sites as required | X  X  X |  |