

## BTS LEAD OFFICER - IT SKILLS

Reference No.	G127.01	Type	Generic
Service	Business Technology Service		
Job Family	Professional 3	Grade	FC9

### Purpose

To support the Council to improve effectiveness, address new challenges and manage change effectively. To take corporate responsibility for leading IT skills strategy development within the context of workforce strategy.

<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
<p>Developing, implementing and monitoring IT Skills training strategy for the Council.</p> <ul style="list-style-type: none"> <li>Leading the identification and analysis of IT skills requirements</li> <li>Developing and managing the IT skills training strategy for the Council</li> <li>Developing buy-in on training needs by Services</li> <li>Engaging and contributing to the development of the Council Learning and Development Functional Framework.</li> </ul>	<p>Ability to think strategically with experience of translating strategy into deliverable plans (Deliver results – See ‘How We Work Matters’ Framework)</p> <p>Experience of quality management</p> <p>Knowledge of training needs analysis and in depth understanding of present and future IT systems training</p> <p>Educated to SCQF level 8 in a relevant subject which includes HND or SVQ level 4 or equivalent</p> <p>Professional qualification in training or a learning and development related area</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p></p> <p></p> <p></p> <p>✓</p>

## Role Profile

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Delivering IT Skills training for the Council. Responsible for corporate IT training programs, their evaluation and redesign as necessary. <ul style="list-style-type: none"> <li>• Developing and managing the training program</li> <li>• Evaluating of quality and relevance of training</li> <li>• Managing corporate training facilities</li> <li>• Leading on procuring of external contractors to deliver corporate training as required</li> <li>• Involvement in joint training programs with partner organisations as required</li> <li>• Consulting with the Corporate Workforce Development Manager and contributing to the development corporately-led of workforce development strategies.</li> </ul>	Knowledge of quality assurance methodologies  Experience of developing and managing training programs  Understanding of Council procurement procedures	✓  ✓	  ✓
Reviewing service delivery, ensuring that agreed targets are met and preparing proposals to meet forecast changes in the level or type of service.	Ability to manage conflicting demands  Ability to monitor performance and review information to make improvements  Knowledge and awareness of relevant regulation, legislation and statutory requirements	✓  ✓  ✓	

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Designing and delivering of specialist IT skills courses <ul style="list-style-type: none"> <li>• Developing new training programs within a specialist area</li> <li>• Delivering training within a specialist area</li> <li>• Transferring knowledge on delivering courses to other trainers.</li> </ul>	Ability to develop and maintain knowledge within a specialist area  Knowledge of specific areas of council business requiring IT skills training  In depth ability to design courses within the specialist area (Embrace technology and information)	✓   ✓	✓
Developing and introducing new IT skills training courses: <ul style="list-style-type: none"> <li>• Gaining an understanding of new and changed Council IT systems</li> <li>• Training needs analysis for existing and future system users</li> <li>• Developing buy-in on training programme from management of users and IT staff involved.</li> </ul>	Experience of preparing information for and working with a wide range of audiences (Focus on customers)  Capacity to develop quickly understanding of new and changing corporate IT systems  Knowledge of different methodologies to deliver appropriate training  Ability to demonstrate sensitivity to cultural issues around staff developing new skills  Organisational skills  Networking skills  Communication skills	✓  ✓  ✓  ✓  ✓  ✓	✓

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Guiding and supporting on the training aspects of IT business improvement projects that require changes to the IT skills of staff and third party users of the systems.	Broad understanding of the IT based business processes within the council  Ability to understand unfamiliar systems quickly  Ability to provide advice to colleagues and other services on IT skills training elements with business process redesign and introduction of new IT systems	  ✓  ✓	✓        
Participating in project teams where IT skills training is a significant issue.	Team working skills (Working together)  Ability to provide corporate IT skills training context	✓  ✓	  
Leading and managing a designated team or function, making sure that strategies and priorities are set, service levels and customer satisfaction are continually improved, and work-plans deliver to agreed priorities. Providing professional leadership and support to the team and others through <ul style="list-style-type: none"> <li>• Personal and team development</li> <li>• Coaching</li> <li>• Managing attendance</li> <li>• Performance and conduct</li> <li>• Project work</li> <li>• Fostering knowledge sharing within and across teams.</li> </ul>	Experience of staff management of a team  Ability to manage a multi-functional, and specialist team  Leadership and team building skills  Ability to motivate others to perform to the highest standards  Evidence of supporting staff development  Interpersonal skills	✓  ✓  ✓  ✓    ✓	          ✓

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Analysing and managing all aspects of the performance of the relevant functional area, in relation to: <ul style="list-style-type: none"> <li>• Team performance</li> <li>• The performance of services across the council</li> <li>• Developing and implementing solutions for continuous improvement.</li> </ul>	Analytical Skills  Evidence of driving change in designated area (Take ownership)  Initiating and managing continuous improvement	✓  ✓  ✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:			
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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required				
Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input type="checkbox"/>
	Basic Disclosure <input checked="" type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

Additional Information – the following information is available:
<ul style="list-style-type: none"> <li>• Skills Framework (if applicable)</li> <li>• <b>How</b> we work matters</li> </ul>

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:
<ul style="list-style-type: none"> <li>• Take Ownership</li> <li>• Focus on Customers</li> <li>• Work Together</li> <li>• Embrace Technology &amp; Information</li> <li>• Deliver Results</li> </ul>