BTS TRAINER

Reference No.	G128.01	Type	Generic
Service	Business Technology Service		
Job Family	Professional 2	Grade	FC8

Purpose

To enable the Council employees to make best use of Information Technology through the design and delivery of in-house training and the commissioning of external training provision where required.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Designing, developing and delivering effective and responsive in-house training and development programmes within areas of Information Technology.	Educated to SCQF level 8 preferably in a computing related subject, which includes HND or SVQ level 4 or equivalent	✓	
	Professional qualification in Training and Development		✓
	Extended post qualification within an Learning and Development environment, with experience in an IT training capacity	✓	
	Working in a large/complex organisation, Local Government/Public Sector environment		✓
	Experience of training delivery and presentation skills	✓	

E = Essential Criteria   D = Desirable Criteria

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Managing the delivery of in-house training and development programmes using external and internal providers, ensuring the aims, objectives, outcomes and standards meet the Council's requirements.	Team working (Work together – See 'How We Work Matters' Framework)	✓	
	Experience of using Council Business and Information Technology Solutions (ERP, SharePoint, Intranet, GIS)		✓
	IT skills (Embrace technology and information)		✓
Assisting in developing new training activities, both within and outwith the Council, particularly with agencies and bodies seen as "partner organisations".	Working with a wide range of Business Technology solutions training needs analysis and training delivery (Focus on customers)	✓	
Acting as facilitator to enable staff/groups to solve problems, seek solutions and develop their own thinking skills and creative thought processes on an individual basis.	Experience of supporting employees to use Business Technology solutions and applications	✓	
Contributing to the delivery of corporate strategies developed via the Council Learning and Development Functional Framework.	Personal commitment to knowledge and skills development	✓	
	Organisational skills	✓	
	Planning skills	✓	
Taking a lead role in Business Technology Solutions training development activities within any Service, either as sole facilitator or in partnership, facilitating support in accordance with identified needs.	Training course design and delivery for Business Technology Solutions (Take ownership)	✓	
	Ability to immediately undertake this role (Deliver results)	✓	

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Role Profile

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Providing training, support, advice and guidance to employees engaged in other Business Technology solutions training, development and assessment processes.	Ability to quickly learn new systems and software, then successfully transfer that knowledge to others	✓	
Participating, developing and promoting Council-wide initiatives, either individually or with Information Technology colleagues.	Skills and ability to work effectively across multiple projects	✓	
	Time management skills		✓
Representing the Council on external bodies, participating as an IT training and development professional.	Ability to demonstrate credibility at all levels within an organisation		✓
	Ability to demonstrate creativity and innovation		✓
Participating on Council working groups and project teams, either internal to the Information Technology Service or across Services.	Understanding of the current changes affecting Local Government		✓
	Ability to evaluate training effectiveness and optimise course impact	✓	
	Ability to effectively maintain knowledge bank of training courses and their delivery	✓	

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Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Providing business-focused consultancy to assist the Council to implement its ICT & Digital Strategy.	Well-developed communication/influencing skills	✓	
	Knowledge of Project Management		✓
	Ability to understand the business impact of change	✓	
	Experience of preparing and evaluating tenders for the procurement of training solutions		✓
Providing responsive professional support, advice and guidance to supervisors, team leaders and managers, enabling them to effectively develop their staff and improve service quality.	Ability to provide a regular and effective service	✓	
Maintaining good working/business relationships with Services through regular training requirements and advising on services available through Business Technology Solutions.	Experience of successful collaborative working	✓	
Supporting Services to assess future training requirements, and developing plans to meet these requirements.	Ability to provide a business perspective on technical issues	✓	
Facilitating the sourcing and evaluating suitable training and development activity, ensuring it meets the Council's needs e.g. cost, quality, availability and relevance.			
Project manage aspects of Information Technology training activity within the Information Technology service, Project teams or across the organisation as a whole.			
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

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Role Profile

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:			
Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	**Person Specification: Skills, Knowledge, Qualifications or Experience -** Criteria can apply to more than one task or responsibility	**E**	**D**

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 ☐	PVG Protected Adults ☐	PVG Both ☐	None ☐
	Basic Disclosure ☒	Standard Disclosure ☐	Enhanced Disclosure ☐	

Additional Information – the following information is available:	Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:
- Skills Framework (if applicable) **How** we work matters	- Take Ownership - Focus on Customers - Work Together - Embrace Technology & Information - Deliver Results

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