



Role Profile

Digital Skills & Learning Officer

Reference No.	A4891	Type	Individual
Service	Human Resources		
Job Family	Para-Professional 4	Grade	FC6

Purpose

To support the development and delivery of training and learning in digital skills across the Council.

To assist project work and the provision of consultancy support that drives Corporate and Directorate requirements relating to digital skills, learning, digital transformation, and performance improvement through organisational development.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

- Plan, research, design and deliver virtual learning programmes and eLearning packages, to meet operational services skills development and mandatory learning requirements in support of Fife Council's Learning and Digital strategies.
- Use current learning delivery platforms and tools, including eLearning software packages, PowerPoint, and other digital media solutions appropriate for developing learning resources and online training.
 - Collaborate with subject matter experts to ensure learning goals are identified and delivered through developed
 - Ensure accessible and inclusive learning environments are conducive for learners with varied experiences, skills, and abilities

Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility

- Educated to SCQF Level 7 which includes an HNC or SVQ Level 3 or equivalent
- Ideally this education level should include either a relevant accredited qualification in an IT-related subject or a qualification in training and development
- Post-qualification experience in a learning and development role.
- Knowledge of project management

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<ul style="list-style-type: none"> • Evaluate quality and relevance of programmes and learning packages • Follow internal processes to identify type of learning solution and development activity to be undertaken • Support services in developing their own learning content when appropriate <p>Work collaboratively with the digital skills and learning team to design, develop and deliver new digital skills courses and training offerings, and programmes</p> <ul style="list-style-type: none"> • Gain understanding of new/and changing digital systems • Conduct basic training needs analysis using provided frameworks • Support the development of new programmes • Design and facilitate digital skills courses, training offerings, and programmes • Curate and update resources as required to support digital skills development • Enable staff to solve problems, seek solutions, and develop their own thinking around digital solutions and their applications. • Deliver and cascade digital skills and learning training programmes to digital champions and other identified groups. <p>Produce, develop, and have a primary function of the curation of training and development of training materials including user guides, instructional manuals, eLearning/blended learning/face-to-face courses using a variety of media.</p> <p>Monitor and update of internal learning resources as required. Work collaboratively and maintain good working relationships with key stakeholders to ensure successful delivery of projects and programmes.</p>	<p>Strong digital skills, knowledge and mindset</p> <p>Experience of design and delivery of digital skills training and learning</p> <p>Ability to effectively utilise current learning delivery platforms and tools to design and deliver training</p> <p>Ability to organise work, ensuring quality control and delivery to deadlines</p> <p>Ability to work autonomously</p>	<p>ü</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	

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Organise and maintain the calendar of learning opportunities provided by the digital skills and learning team.			
<p>Support the development and implementation of the digital skills, digital capabilities, learning strategies and frameworks for Fife Council.</p> <p>Provide responsive professional support, advice and guidance to staff enabling them to effectively develop and improve service quality.</p> <p>Collaborate with key in house stakeholders (e.g. communications, digital champions,) for the purpose of updating and knowledge exchange and the promotion of digital systems.</p> <p>Develop content to communicate and promote the work of the digital skills and learning team to ensure Fife Council employees are aware of training and learning opportunities.</p>	<p>Knowledge of project management</p> <p>Ability to engage staff at all levels</p> <p>Ability to translate technical and specialist information to convey to a range of audiences, both verbally and in writing</p> <p>Ability to reconcile conflicting viewpoints and demands</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>
<p>Undertake research, present reports, undertake analysis, provide guidance, and provide options appraisals linked to training and learning.</p> <p>Create and provide regular performance reports linking inputs, outputs and outcomes. Produce and share performance information.</p> <p>Recommend resources, tools and strategies that support and lead to organisational success and goal achievement.</p> <p>Support implementation of effective systems and processes for the team to improve links to the wider organisation.</p> <p>Contribute to the sourcing and the evaluation of suitable training and development activity, ensuring it meets the Council's needs e.g. cost, quality, availability and relevance</p>	<p>Analytical skills</p> <p>Ability to research and interpret information and data, identifying options and best practice</p> <p>Ability to develop evaluations, monitor performance, and review information to make improvements</p> <p>Ability to produce performance reports, analyse trends and identify, recommend and implement improvement measures</p> <p>Ability to provide advice to colleagues and other services on IT skills training elements with business process redesign and introduction of new IT systems</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p>

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Attend a range of internal groups including to support team delivery objectives, technical requirements and co-dependencies are clearly represented and understood. As subject expert, input appropriately to working groups, projects and reports. Provide specialist input to workforce planning forums and business meetings	Ability to provide a regular and effective service	✓	
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
Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours

Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.

Please refer to How We Work Matters Guidance to learn more.