

## JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>Lead Systems Trainer</b>
<b>BAND:</b>	Band 6
<b>LOCATION:</b>	Trust HQ
<b>ACCOUNTABLE TO:</b>	Director of Finance
<b>LINE MANAGER:</b>	Clinical Systems Training Manager
<b>KEY RELATIONSHIPS:</b>	Trust managers, PCT and social service staff, GPs, other Finance Directorate staff
<b>HOURS OF WORK:</b>	This is a full-time post of 37½ hours per week. The post holder may be required to work flexibly to meet the needs of the service.
<b>JOB PURPOSE:</b>	<p>The post holder will be responsible for:</p> <ul style="list-style-type: none"><li>• Providing lead responsibility for developing and co-ordinating the delivery of high quality IM&amp;T training for the Trust, including the development and design and adaptation of training materials.</li><li>• Managing and supporting the promotion of training via web technology for DHC staff, PCT stakeholders and GP practices, including regular updating of resources on the Trust intranet and related collaborative environments.</li><li>• Managing a small team of Systems Trainers ensuring training delivery meets customer's needs and is delivered professionally and effectively.</li><li>• To work collaboratively with the other Trainers, Project Managers and Specialists in providing advice and professional support to the Clinical Systems Training Manager ensure that the planning, implementation and delivery of an effective technical systems training service that promotes the dissemination and use of information in clinical and corporate management.</li></ul>

### MAIN DUTIES AND RESPONSIBILITIES:

1. Acting as the Systems Training lead and being directly accountable for the delivery of systems training for various types of information and clinical system software applications used by the Trust, GPs and PCT/CCG.
2. To be innovative, leading in the development, implementation and evaluation of new training materials/approaches. To be responsible for the co-ordination and administration of IM&T Training via support staff, and the defining and agreeing course patterns and content.

3. To be influential on training approaches, structure and formats for all IT software ensuring compliance with NHS guidelines across the whole of the Trust.
4. To provide regular updates on workload to the Clinical Systems Training Manager to ensure that all time is logged appropriately against the relevant customer. Ensure that analysis of resource usage is readily available to customer if required.
5. To provide specialist training and advice to customers which may include suggested configuration options of the deployed systems, to ensure best fit within the operational service and the wider environment. Where required, this will also include participating in testing of system upgrades where those systems form part of the wider training portfolio.
6. To provide the Clinical Systems Training Manager and with appropriate support to ensure that technical systems training is appropriate to support the dynamic requirements of the IM&T strategy and priorities.
7. To develop and implement an IT Training Policy across the Trust, proposing changes to user working practices where applicable. Feedback from operational areas may be included within IT Training Policy changes
8. Establish and monitor mechanisms to ensure all training material is managed, correct, adheres to house style and is up to date, and fully exploits the potential of the electronic approach. Also, in developing or reviewing individual training courses and materials, the post holder will need to take account of the interaction with operational working practices.
9. Ensure that learner feedback on the training delivered is collated and acted upon if necessary.
10. Discuss trainer feedback and evaluation with each trainer on the effectiveness of the training delivered/content and how received and adopted by learners, taking appropriate action when necessary.
11. Responsible for overseeing the co-ordination, planning and preparation of training facilities and materials prior to courses, ensuring that there is an adequate system in place to effectively plan courses, venues and trainers.
12. Actively encourage staff to use on-line training facilities for all training needs where available and to work with other Trainers, Web Development Engineers and other members of the wider Information Team, within the Trust to devise on-line training modules for those currently delivered face to face.
13. Manage the Training Team actively motivating and supporting the Team on a daily basis. Includes PDRs, involvement in disciplinarys, performance monitoring and other HR issues as required. Actively part of the recruitment process when vacancies exist within the Training function. Ensure cover is in place during sickness and annual leave episodes.
14. Provide coaching and support to other team members, demonstrating skills and techniques to less experienced staff.
15. Represent the Trust at local, regional and national levels with regard to information development and training issues including participation in User Groups where required.

16. To develop new packages of training as and when the Trust procures new systems requiring training, or makes significant changes to the use of existing packages.
17. To ensure that all training participants comply with the requirements of the Data Protection Act and adhere with the Trust's IT Security policies. The post holder must observe a high degree of confidentiality at all times.
18. Attend Department meetings to ensure collaborative working, sharing of knowledge and to understand, support and advocate the communication and change management working stream objectives throughout the Trust.
19. The postholder will be expected to organise and prioritise their own workload to meet the objectives of the Trust and Department, working autonomously to meet learner needs on a daily basis.
20. Act as a source of professional advice for staff of the local health and social care community on training issues.
21. Ensure the timely and accurate submission of complete and specified information to management and external agencies where required.
22. To undertake regular travel throughout Dorset and frequent requirement to rearrange furniture/equipment to suit training needs depending on the situation.
23. Presenting training requires frequent periods of concentration where the work pattern is unpredictable. Planning and preparation of course material also requires frequent periods of concentration, where the work pattern can be unpredictable.
24. The postholder is unlikely to come into direct contact with distressing situations but would need or demonstrate and maintain patience and understanding with trainees who are slower and/or more demanding than others.
25. To communicate effectively with all Trust staff and external agencies.
26. To assimilate, manage and communicate a wide range of complex information, which may involve matters relating to individual staff or patient matters or to matters of commercial confidence; for example, reception and dissemination of complex technical information and subsequent dissemination in an appropriate form to users of different skill-levels.
27. To establish effective working relationships with the Trust's Learning Centre in order to maximise the support available for identifying individual learning needs for IT and administrative support for finding appropriate training venues and receiving bookings for staff.
28. To work collaboratively with other Information and IT staff to ensure staff training needs are identified and met to Trust standards, ensuring that Trust resources are used flexibly to meet demand, including providing assistance in times of particular pressure in any area. This will include formulating a training approach that will engage all stakeholders to maximise the use of existing training resources.
29. There will be a requirement to be involved in business cases for technical/IT training projects which may be technically complex.

30. Required to deliver formal training which may be of a technically complex nature both to large groups and to individuals on a one-to-one basis. Standard keyboard and good presentation skills required for training delivery.
31. Training delivery often involves the use of expensive equipment for which they are not personally accountable for but are responsible for the safe use of whilst training.
32. This is not an exhaustive list of duties and responsibilities, and the postholder may be required to undertake other duties which fall within the grade of the job, in discussion with the manager.

## **TERMS & CONDITIONS OF SERVICE**

- The Trust has a range of clinical, operational, financial, health & safety, risk management, human resource, equality & diversity and other policies and procedures. The post holder is expected to be aware of all policies which apply to them and to observe their provisions at all times. Copies of all Trust policies can be found on the Intranet or obtained from the line manager or the Human Resources Department.
- Employment in this post is subject to Criminal Records Bureau Disclosure. The post holder may be required to undertake a Disclosure at any time during employment.
- Staff are not permitted to smoke on Trust premises, either inside or outside, or inside Trust vehicles.
- Staff are expected to undertake all mandatory training and refresher training appropriate to their role, which may include Physical Intervention, Breakaway and Cardio-Pulmonary Resuscitation. If in doubt about which mandatory training applies to this post, advice should be sought from the line manager.
- All clinical and hotel services staff who are required to handle food and drink other than for their own consumption must comply with the Food Safety (General Food Hygiene) Regulations 1995. Relevant staff are issued with a 'Food Handlers: Fitness to Work' document on commencement of employment.
- The Trust is committed to promoting the welfare of children and vulnerable adults. Staff are expected to be aware of, and comply with their roles and responsibilities in relation to safeguarding vulnerable groups.
- Staff are expected to observe the highest standards of care and conduct and to engage constructively with managers, colleagues, service users/carers and others in the course of their duties.

## **CHANGES**

- This document represents a description of the job at the date of issue. The Trust will periodically review this job description to ensure that it continues to meet service needs and will involve the post holder in the review process with the aim of reaching agreement on any reasonable changes which may be required. In the event that agreement is not achieved, the Trust reserves the right to insist on reasonable changes following consultation with the post holder.