

Job Description

Job Title:	Quality IT Systems Trainer
Reports to:	Quality and Continuous Improvement Manager - Education
Salary Range:	£23,000 to £28,000 per annum
Location:	Home based with UK wide travel

Purpose

To be responsible for the training and support of all necessary Shaw Trust staff, including office-based support teams, on Shaw Trust reporting, quality data systems, learner management systems, learning platforms and e-portfolio systems. Championing a continuous improvement mindset and demonstrating the efficiencies that end-to-end electronic systems bring to our services delivery.

Be proficient in Microsoft 365 apps, quality audit systems, and learning and assessment practice within learner management systems (LMS) understanding how this links to quality, performance and outcomes for participants.

Main Duties and Responsibilities

1. Develop and maintain training material for all required internal and external staff, including training guides, assessments and observations
2. Develop 'expert user' networks across the organisation to develop and share good practice with all systems use.
3. Deliver training sessions to all required internal and external staff, IQAs, key quality staff and on occasion, employers and learners, to drive good practice and deliver continuous improvement
4. Deliver training to the operational support services team to enable them to view and understand learner records on all necessary systems to support operational claims
5. Coach new and existing employees and partners on various areas of the systems used in Shaw Trust, including, reporting suite, incident reporting, quality, compliance and educational systems
6. Adhere to agreed training processes and procedures
7. Acting as the main point of contact, maintain and continually improve the e-portfolio systems (Onefile & Ecordia) and ensure all updates are performed

8. Create, manage and maintain usernames and passwords for the relevant systems
9. Ensure our e-portfolio systems enhance the learning experience for all learners
10. Ensure all quality and compliance processes are fully adhered to in order to mitigate risks to funding and success rates and to contribute to Shaw Trust retaining accreditations and standards with regulatory bodies.

Other

1. Promote and strive towards the vision, mission, commitment, and values of the Shaw Trust Strategic Directive 2030, in all aspects of the job role.
2. To undertake any further training as identified in the Shaw Trust review procedures.
3. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
4. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.
5. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
6. The Trust has an Equality and Diversity Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
7. To maintain the confidentiality about beneficiaries, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
8. Be aware of, promote and implement Shaw Trust's Quality and Information Security Management Systems.

9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. Recycle and manage energy within your environment.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.

Person Specification

Job Title: Quality IT Systems Trainer

(E = Essential D = Desirable)

SKILLS AND CORE COMPETENCIES
<p>Technical competency (qualifications and training)</p> <ul style="list-style-type: none"> • Demonstrable success in supporting improvements in the use of learner management and IT systems through support and training. (E) • Demonstrable success in engaging staff and customers in service improvement activities. (E) • Knowledge of continuous improvement practices. (E)
<p>Experience and Knowledge</p> <ul style="list-style-type: none"> • Experience of working with an e-Portfolio systems, preferably OneFile (E) • Experience with working with Microsoft systems, including Teams, Word, Excel, Visio and PowerPoint (E) • Experience of systems training delivery in an educational environment (E) • Experience of delivering training successfully through electronic platforms such as MS Teams (E) • Preparation of high quality training materials to support delivery (E) • Knowledge of ESFA, ESF & DWP and government funded contract reporting (E) • Knowledge of some of the following databases/LMS: (E) <ul style="list-style-type: none"> • Pellcomp PICS Database including Form Capture systems • Iconi MPS Database • Microsoft Dynamics Database • Cognisoft Yeti Database • Cognassist • BKSB • OneFile
<p>Skills and Attributes</p> <ul style="list-style-type: none"> • Ability to work flexibly to cope with the varying demands of the role and achieve desired results. (E) • Experience of making presentations to stakeholders with success in delivering messages effectively. (D)

- Ability to identify staff needs and assist with the delivery of training to support performance improvement. **(E)**
- Excellent communication skills at all levels, verbal and written. **(E)**
- Excellent organisational and time management skills demonstrating ability to produce work to high quality standards. **(E)**
- Ability to work on own initiative and within a team . **(E)**
- Good IT skills including competent use of MS Word, PowerPoint, Excel, Visio, Teams . **(E)**
- Good attention to detail, English writing skills, report writing and planning skills. **(E)**
- Excellent coaching skills **(E)**

Personal qualities, communicating and relating to others

- Positive attitude to equality within employment. **(E)**
- Flexible, adaptable and innovative. **(E)**
- Excellent interpersonal and communication skills demonstrating the ability to convey complex messages clearly. **(E)**

Safeguarding

- Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. **(E)**
- This post requires a Disclosure and Barring Service check at Basic level. **(E)**

Other

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. **(E)**
- Willingness to undertake frequent travel around sites in the UK, including occasional overnight stays. **(E)**