



HM Prison & Probation Service

PS Job Description (JD)

PS Pay Band 3

Directorate: Probation Service

Job Description: ICT Trainer

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JD Evidence	

PS Job Description

Job Title	ICT Trainer
Directorate	Probation Service Region
Band	3

Overview of the job	<p>The purpose of the role is to deliver effective ICT Training on all Probation Service systems and processes to new and existing admin and operational staff at all grades across the region.</p> <p>You will be key in ensuring colleagues are fully trained and supported to be confident in using probation applications, systems and processes.</p> <p>The Regional ICT Trainer reports to the Regional ICT Training Specialist. Travel across the region will be required as part of the job to deliver ICT training to colleagues.</p>
Summary	<p>Contribute to the effective delivery of the Regional ICT Training Plan through provision of ICT training to new and existing staff of all grades across the region and providing additional support to the ICT Training Specialist as required. Use nationally and locally agreed lesson plans which will be delivered using a blended learning approach subject to group and individual need.</p> <p>The job holder will follow a training programme developed by the Regional ICT Training Specialist to develop their capability and effectiveness.</p>
Responsibilities, Activities & Duties	<p>The job holder will be required to carry out the following responsibilities, activities and duties:</p> <ul style="list-style-type: none"> • Deliver ICT Training for Probation Service ICT systems to groups of staff using national and locally agreed lesson plans, either face to face in the classroom or virtual delivery via MS Teams. When required, the job holder will deliver group presentations and workshop sessions plus individual coaching and targeted learning appropriate to need, remotely or face to face throughout the probation region • Preparation for training events, on-line and in the classroom, ensuring all materials are available, current and accurate • Be aware of diversity issues relating to training delivery and documentation including individual learning needs and provision of ICT Training support to Assistive Technology users. • Maintain the ICT training databases, updating the training system in preparation for a training course; administer bookings through myLearning, incl. obtaining attendance lists; sending out joining instructions to learners; adding attendance details • Assist the ICT Training Specialist to ensure all training materials are kept up to date reflecting changes to guidance and processes, systems and software; identify and propose potential improvements to training materials. • Assist in the production of training material in a variety of media formats, E-Learning, Video and Virtual training platforms to meet learners' needs and maximise efficiency of delivery. • Undertake evaluation of training events, analysing feedback from attendees on the day or after the event to check successful achievement of expected outcomes and effectiveness of delivery with a view to making improvements where identified • Respond to enquiries relating to ICT training and the associated probation case management systems and processes. This includes responding to email enquiries from the ICT Training mailbox.

	The duties/responsibilities listed above describe the post as it is at present and is not intended to be exhaustive. The job holder is expected to accept reasonable alterations and additional tasks of a similar level that may be necessary. Significant adjustments may require re-examination under the Job Evaluation Scheme and shall be discussed in the first instance with the job holder.
Behaviours	<ul style="list-style-type: none"> • Developing Self and Others • Communicating and Influencing • Delivering at Pace • Changing and Improving
Strengths	NB: It is advised strengths are chosen locally, recommended 4-8.
Ability	<ul style="list-style-type: none"> • Deliver training and presentations to diverse groups of people • Interpret and present technical and complex information to staff of differing abilities to enable their understanding • Excellent communication and interpersonal skills are required to provide training to users of all abilities
Experience	<ul style="list-style-type: none"> • Experience of teaching or delivering training to a diverse mix of staff within a work environment • Knowledge and understanding of teaching adults and the associated learning methods that are employed • Strong IT skills with an in-depth knowledge of MS Office products - Word, Excel, and PowerPoint • Ongoing requirement to maintain own knowledge on relevant documents, systems and processes, in order to ensure effective and accurate response to delegate queries
Technical	

Minimum Eligibility	<ul style="list-style-type: none"> • All candidates are subject to security and identity checks prior to taking up post. • All external candidates are subject to 6 months' probation. Internal candidates are subject to probation if they have not already served a probationary period within HMPPS. • All staff are required to declare whether they are a member of a group or organisation which HMPPS consider to be racist.
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Hours of Work (Unsocial Hours) Allowances	
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Success Profile

Behaviours	Strengths N.B. It is advised strengths are chosen locally, recommended 4-8	Ability	Experience	Technical
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Developing Self and Others		Deliver training and presentations to diverse groups of people	Experience in teaching and / or training delivery to staff within a work environment	
Communicating and Influencing		Excellent communication and interpersonal skills are required to provide training to users of all abilities.	Knowledge and understanding of teaching adults and the associated learning methods that are employed	
Delivering at Pace			Strong IT skills with an in-depth knowledge of MS Office products - Word, Excel, and PowerPoint	
Changing and Improving		Interpret and present technical and complex information to staff of differing abilities to enable their understanding	Ongoing requirement to maintain own knowledge on relevant documents, systems and processes, in order to ensure effective and accurate response to delegate queries	
Choose an item.	Choose an item.			