



Job Description

Post Title:	M365 IT Trainer for Microsoft 365
Service:	HR, Learning & Development
Grade:	6
Responsible To:	Learning & Development Manager

Job Summary:	<p>We are looking for an M365 IT trainer to work with staff to raise their knowledge and skills of the M365 suite of applications.</p> <p>Being one of two subject matter experts on M365 you will be responsible for maximising employee awareness, adoption, and satisfaction by delivering training and promoting the adoption of M365 across the Mid-Kent Partnership (Maidstone, Tunbridge Wells and Swale Borough Councils). Specialist experience in delivering training and M365 is key, as is building communities for sharing knowledge and learning.</p> <p>M365 is replacing a number of existing collaborative tools and manual processes so you will need to build an understanding of how users work through close engagement and help guide them to adopt new ways of working. You will work closely with the wider digital, transformation and ICT teams to guide the business in optimal solutions and ways of working.</p> <p>You will develop and run specialised training on the majority of products and services within the M365 suite, with a particular focus on the core applications initially.</p> <p>You will be expected to work both autonomously and as part of a team, reporting directly to the Learning & Development Manager.</p>
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Main Activities:

1. Planning of Training & Development
 - Identify and develop a range of 'digital standards' of user knowledge and skills in M365 applications, appropriate for a range of job families.
 - Work collaboratively with ICT, digital and transformation officers to plan, design, develop and deliver in-house user training on M365 applications.
 - Undertake skills gap analyses to identify areas for M365 training.
 - Understand the technical aspects of the M365 product suite and convert that into user facing language for use in training, documentation, and internal communication
2. Training Delivery
 - Manage the process of scheduling essential M365 training across the whole of Mid-Kent Improvement Partnership.
 - Use a variety of methods and approaches to deliver training for all staff to reach the digital standard appropriate to their job family.
 - Maintain records of those attending training.

- Analyse the quality and effectiveness of training via feedback and proactively use that feedback to improve the training offer for staff.
3. Communities of Best Practice
- Be a the community leader of a network of M365 champions throughout the partnership, ensuring dissemination of changes and updates from a user facing perspective.
 - Maintain a virtual library of training assets including videos, documents and e-learning for the purpose of allowing staff to 'self-serve' for some of their training needs and requirements.
 - Leading employee awareness and adoption activities.
 - Be proactive in updating and informing the partnership of relevant new updates within the M365 suite and its roadmap.
 - Identifying opportunities for the partnership to gain efficiencies from using the IT solutions in smarter ways.
4. To be aware of and exercise personal and corporate responsibilities under the Health and Safety at Work Act and other related matters.

NB This job description is not intended to be an exhaustive list of all the tasks and responsibilities of the post. In line with Service needs, some tasks may need to change and any changes will be made in consultation with the postholder.