

ICT & Digital Training Officer

Job Description and Person Specification

Directorate:	Transformation and Change	Service:	ICT
Responsible to:	ICT Service Delivery Manager	Responsible for:	N/A
Grade:	7		
Location:	Civic Centre		

Job Purpose:

This function is focused on strengthening digital literacy and supporting personal development across the organisation by promoting the effective use of technology. It will establish and evolve the ICT Learning Hub as the central resource for ICT education, providing clear, accessible guidance to support the adoption of new systems and tools. This includes the development of written learning materials, professional instructional videos, and the delivery of structured training through both group sessions and one-to-one support.

The role will also drive the adoption of Microsoft 365, including SharePoint, OneDrive and Teams, to support the Council's Digital Transformation and Digital Workforce objectives. Working closely with ICT and Corporate Systems teams, it will identify opportunities to improve digital capability and maximise the value of technology.

Key Tasks & Responsibilities:

- **Digital Skills Training:**
 - Conduct engaging training sessions to improve employees' digital skills.
 - Cover topics such as Microsoft operating systems and Office applications, collaboration tools, and cybersecurity best practices.
 - Gain familiarity and understanding with core council applications to provide onward training to staff.
 - Adapt training content to various skill levels and learning styles.
 - Provide direct support to staff through drop-in sessions or floor walking.
- **Guide Development:**

- Create user-friendly guides, manuals, and tutorials related to ICT tools and council software applications for ongoing development of the ICT Learning Hub.
- Ensure that guides are clear, concise, and accessible to all employees.
- Employ design skills to ensure guides are professional, visually engaging and accessible.
- Collaborate with subject matter experts to gather accurate information.
- **One-on-One Training:**
 - Provide personalised training sessions for employees who require individual assistance.
 - Support new staff throughout the onboarding process and ensure they have a good understanding of the ICT Computer Use Policy and User Agreement.
 - Address specific queries, troubleshoot issues, and offer practical solutions.
 - Foster a supportive learning environment.
- **Microsoft 365 Adoption:**
 - Develop and implement an adoption plan for Microsoft 365 applications (e.g., Teams, SharePoint, OneDrive).
 - Encourage employees to leverage these tools effectively for productivity and collaboration.
 - Monitor adoption rates and adjust strategies as needed.
 - Liaise with the ICT Service Desk Lead to identify reoccurring issues that may be alleviated through user support and education.
 - Work with users to support and progress the adoption of Microsoft Azure Virtual Desktop.
- Digital Content Creation
 - Produce digital user guides to communicate system and software changes, and to support staff with digital change and upskilling on new software applications.
 - Create engaging instructional videos for self-paced user training.
 - Create video guides and training to support users with digital change and the technological demands of Local Government Reorganisation.
- **Other Duties:**
 - Take ownership of the existing ICT Learning Hub. This is a SharePoint site consisting of various written guides, animated and video-based learning resources. The postholder will be responsible for the development of this site, including the production of further guides and updating existing resources to ensure they stay up-to-date and accurate. The site must be developed to be WCAG compliant and updated to keep the design visually appealing and easy to navigate.
 - Carry out system administration for Wyre Academy, the council's e-Learning platform. This includes working with the Learning and Development officer to ensure that system maintenance and administrative tasks are carried out effectively and that the solution is utilised to its full potential.
 - To develop and maintain a citizen facing resource to provide educational materials supporting citizens in the use of the council's digital services. To support the delivery of training identified within staff PDP's.
 - To liaise with external training providers for the organisation and delivery of third-party training to internal staff.
 - To attend training and develop an understanding of third-party applications and services for the purpose of onward delivery to staff.

To undertake any other relevant duties appropriate to the grade, and commensurate with the post holder's skills and experience, as directed by the ICT Services Manager.

Corporate Responsibilities:

The postholder will be expected:-

- To adopt a flexible approach to changing patterns of work and undertake such other duties as are consistent with the job purpose and grade of post.
- To promote best practice in meeting the requirements of Health and Safety legislation and Council policy, and comply with other relevant statutory legislation.
- To carry out duties in accordance with the Council's policy on equality and diversity.
- To accept that everyone has a right to their distinct identity, treating everyone with dignity and respect and ensuring that what our customers tell us is valued by reporting it back into the organisation.
- To provide quality services that are what our customers want and need, giving customers the opportunity to comment or complain if they need to, working with them to identify what needs to be done to meet their needs and informing managers about what customers say in relation to the services delivered.
- To develop oneself and others making every effort to access development opportunities and contribute effectively by participating in the Council's performance management scheme.
- To be responsible for Data Quality.
- To demonstrate a high standard of probity in the use of council resources and where a nominated budget holder manage spending within available resources.

QUALIFICATIONS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Higher-level qualification in an ICT or Digital Design related subject.	Essential	Application/ Interview
Good demonstrable level of general education.	Essential	Application/Interview





SKILLS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Excellent knowledge of Microsoft 365 and related applications	Essential	Application/Interview
Excellent knowledge of Microsoft office desktop and web-based applications	Essential	Application/Interview
Ability to communicate information clearly and to simplify concepts and processes to aid understanding	Essential	Application/Interview
Able to deliver, present and facilitate training to a range of different audiences	Essential	Application/Interview
Excellent organisational skills and ability to work to strict timescales	Essential	Application/Interview

Excellent communication and presentation skills	Essential	Application/Interview
Patience and empathy when working with learners of varying abilities	Essential	Application/Interview
Ability to create accurate and engaging learning materials	Essential	Application/Interview
Ability to use various productions tools for the creation of interactive learning content	Desirable	Application/Interview

EXPERIENCE	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Significant previous experience of working in an ICT focussed role	Essential	Application/Interview
Previous experience of providing training or support directly to users	Essential	Application/Interview
Experience of working on your own initiative in an organised and timely manner	Essential	Application/Interview
Extensive experience working with Microsoft applications and the Microsoft 365 suite	Essential	Application/Interview
Demonstrable experience of presenting and communicating to large groups of users	Essential	Application/Interview
Experience working with various non-Microsoft applications	Desirable	Application/Interview
Experience producing learning materials in various forms i.e. written guides or videos	Desirable	Application/Interview

ADDITIONAL REQUIREMENTS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Demonstrate commitment to equal opportunities together with a clear appreciation of equalities issues	Essential	Application/Interview
Regular and Reliable Service	Essential	Application/Interview
Demonstrate behaviours that support our values	Essential	Application/Interview

**Our Values are key to delivering our vision, plans and strategies.
All Behaviours listed are essential to the post.**

			
Professional	Innovative	Collaborative	Customer focused
In being professional we...	In being innovative we...	In being collaborative we...	In being customer focused we...
<ul style="list-style-type: none"> • Have pride in how we represent the council • Treat people with respect and consideration • Are conscientious and carry out our work to a high standard • Carry out our work activities in an honest and ethical manner 	<ul style="list-style-type: none"> • Proactively embrace change and learn from our mistakes • Challenge and constructively question existing processes • Make best use of our resources to provide excellent services • Encourage creative thinking with colleagues and peers 	<ul style="list-style-type: none"> • Communicate effectively with colleagues and stakeholders • Develop productive relationships and achieve the best results • Recognise and embrace the knowledge and skills of others. • Embrace the concept of one team one council and all work together 	<ul style="list-style-type: none"> • Strive to provide excellent services • Understand our customers' needs and consider things from their perspective • Effectively communicate and manage expectations • Actively seek ways to maximise customer satisfaction

Special Conditions:

(e.g. Weekend work, shift allowance, car/mileage allowance)

- The council operates a strict non-smoking policy.
- Casual car user allowance. Casual Car User's will be paid at the middle band. You will be required to provide your own means of transport.

Prepared by: Lee Brophy

Date: 02/03/2026

Post Holder Signature:

Date: