

Job Title: ITTU Trainer	
Job Evaluation Number	0680530

JOB DESCRIPTION

Job Title: ITTU Trainer	Location: HQ South and Sulhamstead
Job Family: Business Support	Role Profile Title: BB3 Police Staff
Reports To: ITTU Team Leader	Band level: 3H
Staff Responsibilities (direct line management of): Nil	

a. **OVERALL PURPOSE OF THE ROLE:** Defines the role, put simply, why it exists.

The overall purpose of the role is to: Provide a Forcewide specialist capability that enables the design and delivery of IT Systems and Business Process Training (S & BP) to student officers, Special Constables and PCSOs, as well as established officers and staff.

b. **KEY ACCOUNTABILITY AREAS:** Define the important aspect of the role for which the job holder is responsible for results or outcomes.

The key result areas in the role are as follows:	% time
1. Deliver Information & Communications Technology, Systems & Business Process (ICT S & BP) training; ensure valid and reliable assessment standards are used when undertaking tutorials or conducting tests/exams. Promote equality & fairness and be able to challenge inappropriate behaviour.	50%
2. Design, implement, and maintain training courses to recognised force-wide & nationally approved quality standards, by liaising with internal/external stakeholders and suppliers (e.g. external IT providers/other forces/ICT/other key departments) to ensure business needs are met.	20%
3. As a Force expert in a designated curriculum area, provide direction and support to course participants and to the business and ICT by identifying system and business process issues during development and 'business as usual' phases.	15%
4. Prepare concise and appropriate course reports and assessments of students during their training period. Provide structured feedback and development plans for students undertaking ICT S & BP courses; seek advice, recommend and implement approved action plans when students are not achieving necessary competence.	5%
5. Ensure compliance with Health, Safety & Welfare requirements whilst conducting training, working with electrical equipment and DSE requirements.	5%
6. Maintain own CPD, ensuring awareness of changes in procedures, policy / tactics and training methods.	5%

c. **DIMENSIONS:** Include matters as key result areas that make the greatest demands on the role holder, seasonal pressures, items processed, the number of customers and/or level of authority to make financial decisions or commit other resources

Further Comments:
Travelling to venues – regularly remote from base location.
Delivers training to usually 8 students per session, however sessions can be from one to twenty students.
Fully trained trainer delivers approximately 150 x 8 hour classroom days per year (e.g. 100 x

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different courses, 22 x IT systems. In a 46 week period, a trainer could deliver around 20 different types of courses).

Length of courses range between half day to 13 days; however, the content of courses changes more than the average programme due to business process modifications /legislative changes etc.

Role holders will design training whilst IT systems and business processes are evolving in an uncertain and unstable environment. These changes are to meet organisational delivery and within set timescales.

d. CHARACTERISTICS OF THE ROLE

Expertise: Concerned with the level of administrative, professional and/or technical expertise (knowledge and skills) needed to perform the role effectively; may be acquired through experience, specialised training, and/or professional or specialist education and training.

<i>The knowledge or skills required in the role are as follows:</i>	<i>E/D</i>
1. Attainment of QCF level 3 Certificate in L&D (or equivalent) or willing to work towards this. **	E
2. Proven ability to identify and clearly articulate (verbally and written) IT system faults and business process issues within your field of expertise, and communicate these issues effectively with both internal and external IT providers and ICT Project Managers so that they may be resolved. (<i>This is applicable as the post holder will be required to design training for new IT systems whilst they are still being configured or tested, or where business processes are still being established. During this process the post holder will be pivotal in identifying issues with new IT systems and processes before the new system is rolled out Forcewide.</i>)	E
3. A flexible approach to working hours and the ability to travel to different locations within the force is required, to enable the delivery of training during 'normal' office hours (0900-1700hrs, Monday to Friday) at locations other than the usual place of work.	E
4. Significant and proven working knowledge of the IT System(s) included in the specific curriculum area e.g. Command & Control, PNC, Custody, Intel, Crime Recording, and Microsoft applications, etc. (<i>System requirement is dependant on IT Training need at the time of advertising</i>).	E
5. Significant and proven working knowledge of the business processes associated with use of IT System(s) in the specific curriculum area e.g. Command & Control, PNC, Custody, Intel, Crime Recording etc. (<i>System requirement is dependant on IT Training need at the time of advertising</i>).	E
6. Plan and manage workload with relevant experience of working to deadlines; a self motivated individual with the ability to work on own initiative, often without direct supervision, or as part of a team when required.	E
7. Proven aptitude to use and learn a wide range of existing and new IT Systems.	E
8. Understanding of Data Protection and Information Security Legislation and issues.	E
9. Proven evidence of delivering training to groups and ability to impart knowledge effectively to others, including the ability to deliver constructive feedback to an audience.	E
10. Must have capability to travel to different locations across the Force and undertake all assignments in a timely manner. Due to the requirement to work flexibly, unsocial hours and personal safety for lone working; public transport may not be available or suitable at	E

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these times. For this reason a full UK driving licence is considered essential *.

Additional comments: At interview, candidates will be asked to:

* confirm their willingness to undertake this Basic Driving Assessment, which in turn will enable the use of a police authorised vehicle.

**confirm their willingness to attain QCF Level 3 in L&D if not already attained.