JOB DESCRIPTION

Job Title: IT S & BP Trainer (IT Systems & Business Process Trainer)	**Location:** HQ South and Sulhamstead
Job Family: Business Support	**Role Profile Title:** BB3 Police Staff
Reports To: IT S&BP 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 Police Staff, 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:*

1. Deliver Information & Communications Technology, Systems & Business Process (IT 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.

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. CM/external IT providers/other forces/ICT/other key departments) to ensure business needs are met.

3. Provide direction/support as a Force expert in relevant curriculum areas to course participants, the business and ICT. Identify system and business process issues during development and 'business as usual' phases.

4. Prepare concise and appropriate course reports and assessments of students during their training period. Provide structured feedback and development plans for students undertaking IT S & BP courses; seek advice, recommend and implement approved action plans when students are not achieving necessary competence to enable line manager to manage performance.

5. Ensure compliance with Health, Safety & Welfare requirements whilst conducting training, working with electrical equipment and DSE requirements.

6. Maintain own CPD, ensuring awareness of changes in procedures, policy/tactics and training methods thus maintaining professional currency.

7. Verify the assessments for the Department's vocational qualification (e.g. SFJ) and/or Apprenticeships. Provide appropriate support and advice to ensure that a consistently professional standard is achieved to maintain accreditation.

> *Additional Comments:* The allocation of time to each key result area listed above will vary for a trainee/apprentice within this role as they will be expected to spend approximately 20% of their time undertaking development, including time spent completing their Learning and Development Apprenticeship

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:
Regularly required to travel to venues to work 'remotely' from base location.
Deliver training to usually 8 students per session, however sessions can be from one to thirty students.
Fully trained trainer delivers approximately 150 x 8 hour classroom days per year (e.g. 100 x different courses, 22 x IT systems. In a 46 week period, a trainer could deliver approx. 20 different types of courses).
Length of courses range between half day to 25 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.

The knowledge or skills required in the role are as follows (essential or desirable):	E/D
1. 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. (*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.*)	E
2. 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
3. Significant and proven working knowledge of the IT System(s) included in the specific curriculum area e.g. Command & Control/CMP, PNC, Niche RMS, PND, and Microsoft applications, etc. (*System requirement is dependent on ICT S & BP Training need at the time of advertising*).	E
4. 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/CMP, PNC, Niche RMS, PND etc. (*System requirement is dependent on IT Training need at the time of advertising*).	E
5. 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

6. Proven aptitude to use and learn a wide range of existing and new IT Systems.	E
7. Understanding of Data Protection and Information Security Legislation and issues.	E
8. Proven evidence of delivering training to groups and ability to impart knowledge effectively to others. This includes ability to deliver constructive feedback both verbally and in writing including the creation of individual learning plans.	E
9. 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 these times. For this reason a full UK driving licence is considered essential *.	E
10. Numeracy, Literacy and ICT GCSE grades A-C / 9-4 or equivalent are considered desirable.	D
Alternative Entry Routes:	
Experienced applicants: Level 3 certificate in L&D (or equivalent) and/or experience in facilitating L&D (candidates with L&D experience but no formal qualification will be fully supported to develop the skills, knowledge and behaviours to achieve competency in the role through the Level 3 Certificate in L&D). OR **Applicants without prior experience or qualifications** Commitment to achieving competency in the role through completion of the Advanced Apprenticeship in L&D. Successful applicants will be supported to develop the skills, knowledge and behaviours to achieve the required competencies by completing the Advanced Apprenticeship in L&D (including): ▪ Attending the Trainer Development Programme ▪ Receiving coaching and assessment to achieve the level 3 certificate in L&D ▪ Obtain Functional Skills Level 2 with support from a Functional Skills Specialist in Numeracy, Literacy and ICT to achieve GCSEs grades A-C / 9-4 (unless the equivalents are held).	E E
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.	

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