



## 1 Advertisement

**Post Title: Trainer**

**School/department: IT Services**

**Hours: Full time hours** considered up to a maximum of 1 FTE / 36.5 hours

Requests for flexible working options will be considered (subject to business need).

**Contract:** Permanent

**Reference:** 8609

**Salary:** starting at £30,497 to £34,304 per annum, pro rata if part time.

**Placed on:** 20 June 2022

**Closing date:** 04 July 2022. Applications must be received by midnight of the closing date.

**Expected Interview date:** To be confirmed

**Expected start date:** ASAP

The University of Sussex is a leading academic institution nestled in the beautiful South Downs, on the outskirts of Brighton. With staff and students from over 100 countries, we are a diverse and innovative environment, and one of the highest performing universities in the world. We are also a major local employer, with a revenue of over £320m per year and over 3,000 employees.

Led by an award-winning Chief Digital Transformation Officer and inspirational leadership team, we are now embarking on an ambitious programme of transformational change. Over the coming years, this digital transition will be an ever-developing programme supported by senior stakeholders both financially and strategically. Put simply, whilst we are already a highly successful organisation and business, the University will be a very different world in years to come and achieve levels of performance and digital delivery as yet unseen in the sector. All of this is underpinned by major construction and estate renewal, an exciting programme of work to add thousands of accommodation spaces, and a network replacement project to install the latest digital infrastructure as part of the journey towards a fully data-enabled organisation.

We are moving to an agile world and need to take the organisation on the same journey; to be sector leading and to deliver a model of digital delivery fit for the coming years. As this programme gains momentum, we need more people to join us as we unpick our challenges and legacy systems and move towards meeting our potential.

You will undertake the role of subject matter expert within the professional field, supporting the achievement of appropriate compliance.

You will undertake a key role to improve business performance, by use of digital tools, throughout the organisation and influence a cultural shift around the use of technology. You will be responsible for the development, delivery, presentation and communication of specific training material and digital awareness campaigns to members of staff and students as well as providing advice on how to leverage the technology (either devices or Services provided by ITS). You will assess the skills and knowledge about IT systems that exist within the organisation to design and determine what training will be needed to grow and retain these skills and provide varying training solutions.

Not only do we offer flexible and remote working, a vibrant atmosphere, use of our incredible facilities, benefits, and an amazing pension; but we are offering the opportunity to be part of a transformation that will see us set the benchmark for a model of digital delivery in the HE sector.

Please contact Wade Cason at [W.J.Cason@sussex.ac.uk](mailto:W.J.Cason@sussex.ac.uk) for informal enquiries.

For full details and how to apply see our [vacancies page](#)

*The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.*

## 2. The School / Division

IT Services delivers a wide range of digital services to users across our Campus and beyond. Our Chief Digital Transformation Officer, Jason Oliver, is now tasked with shaping the strategic initiatives and strategies that will secure a successful and sustainable future for the institution, where digital technology and mobile platforms will increasingly transcend physical and geographical boundaries providing opportunities for the transformation of our students' and staff lives. Prior to joining Sussex he undertook similar advancements at the Science Museum Group and the Royal Opera House, where he built sector-leading teams and delivered a large-scale transformation agendas resulting in step-changes in organisational culture.

IT Services is organised into four main teams, delivering services through an evolving agile service management and delivery model:

The **Digital Engagement team** are primary changes agents working to transform our business processes and systems, to nurture the relationships between IT Services and its stakeholders, and helping us to understand and develop the ambitions for our use of digital technologies in education, research, student services and university administration.

The **Strategy and Architecture team** ensure our strategies, technologies, security and standards support our digital aspirations whilst planning the replacement, upgrades and improvements to our technologies and systems, ensuring that they are aligned and prioritised around the University's strategic plans and objectives.

The **Infrastructure team** work to define, modernise and automate our underlying

platforms and network ensuring that they are optimised to meet the needs of the diverse communities across the University, to continue our journey to the cloud and to advance our approaches to ubiquitous connectivity across our campus.

The **Operations team** work across the research, teaching, professional services and student groups to manage our product areas, develop and integrate our platforms and applications, and support our communities to ensure outstanding service provision across the operational activity of IT Services

### 3. Job Description

**Job Description for the post of:** Trainer

**Department:** IT Services

**Section/Unit/School:** Operations

**Location:** Shawcross, University of Brighton

**Grade:** 6

**Responsible to:** Service Transition Manager

**Responsible for:** N/A

To undertake role of subject matter expert in professional field, supporting the achievement of appropriate compliance.

The postholder will undertake a key role to improve business performance, by use of digital tools, throughout the organisation and influence a cultural shift around the use of technology. They will be responsible for the development, delivery, presentation and communication of specific training material and digital awareness campaigns to members of staff and students as well as providing advice on how to leverage the technology (either devices or Services provided by ITS). They will assess the skills and knowledge about IT systems that exist within the organisation to design and determine what training will be needed to grow and retain these skills and provide varying training solutions

#### Principal Accountabilities

1	Provide information, advice and guidance on all matters relating to area of subject expertise to ensure institutional compliance.
2	Monitor adherence to institutional and regulatory standards, assess risks, complete internal compliance checks and audits, advise on subject area.
3	On behalf of the institution, perform role of regulatory competent person, where necessary hold appropriate institutional permits and licences.
4	Provide regular analysis that demonstrates the effectiveness of training delivery and data informed insights of future training needs.

## Key Responsibilities

Core Professional Services Responsibilities	
1	<p>1.1 Be a subject matter expert in area of expertise, providing advice and guidance, working to satisfactorily resolve technical issues.</p> <p>1.2 Support the processes to ensure all University policy and procedure is in line with regulatory guidance, and government statute, assisting with policy and procedure development.</p> <p>1.3 Across the University, working with internal stakeholders to promote a culture of compliance and best practice towards area of expertise</p> <p>1.4 In liaison with other SMEs across the institution and external bodies, ensure full compliance coverage.</p> <p>1.5 Ensure institutional records are in place to support compliance</p> <p>1.6 Deliver training and development interventions in subject area to small groups of staff as needed.</p> <p>1.7 Presenting and facilitating workshops with groups of small groups to develop understanding of procedures and policies within subject area.</p> <p>1.8 Maintaining and updating information systems in line with the Data Protection Act, and ensuring accurate recording of query types and suggestions ideas for improvement</p> <p>1.9 Preparing ad hoc and regular management reports to aid the improvement of processes and understanding of the subject area</p> <p>1.10 Provide advice on ongoing projects</p> <p>1.11 To carry out any other duties that are within the employee's skills and abilities whenever reasonably instructed.</p>
Role Specific Responsibilities	
2	Manages the design and delivery (either virtually or face-to-face) of training material and digital productivity campaigns for Core IT Business Services in line with the needs of the customer. This includes: development of virtual online courses, formal instructor led sessions, one-to-one coaching and support to staff and students to bring to life how digital tools can assist in a given role or enable staff and students to gain IT skills for the future.
3	Undertake training needs analysis to evaluate IT literacy levels. Design, schedule and deliver training methodologies to ensure the content delivery is aligned with current business systems and goals.
4	Responsible for the design of a tailored feedback mechanism to enable the collation and evaluation of feedback that can be used to continually improve training delivery and ensure consistent quality and return on investment. Analyses feedback to improve/ inform future training needed.
5	Responsible for liaising with stake holders and users to discuss training needs and options of training delivery and suggest training delivery methods.
6	Manages the review and collation of existing training material to present training consistently from a single central location. Ensure continual 'review and amend' process is in place, with an effective QA process to ensure consistent high quality materials, both written and electronic.
7	Proactively amend training programmes in order to adapt to changes occurring (or due to occur) in the work environment.

8	Communicate effectively with customers to ensure that they are kept informed of the current training offer. Where necessary and agreed with the Service Transition Manager, work with line managers and trainers to create bespoke training.
9	Provides pro-active advice on how to use any of IT Services provisions including devices.
10	Working in partnership with Project Managers, to support the transition of new services being rolled out from projects, and recommends appropriate training to the affected business area whilst in transition mode.
11	Support induction processes by ensuring IT information is updated and accessible and all staff have awareness of the relevant IT Services. Widen the IT induction to include 'drop in' sessions on using tools to maximize productivity from the outset.
12	To continually develop the learning available, using eLearning tools as well as virtual online technologies, considering the future direction of learning technologies to meet business needs and ensure return on investment.
13	Contribute to stakeholder communication activities and initiatives via all available channels.
14	Maintain a broad knowledge of and technical understanding of ITS services.
15	Participate in sprint planning to understand the team's objectives for upcoming sprints.
16	Work on assigned tasks in accordance with sprint plans to deliver specified outputs and outcomes.
17	Participate in agile ceremonies such as stand-ups, story refinements, and team retrospectives

### Indicative Performance Criteria

1	Does not have any line management responsibility.
2	May be responsible for oversight of project specific training budgets.
3	Does not have any responsibilities for equipment or premises.
4	The post holder reports to the Service Transition Manager, working under comprehensive direction within a clear framework the post holder will manage their own work and achieve their agreed objectives. In doing this they ultimately support the achievement of the strategic and operational goals of the University, Professional Services & their Division. The post holder may be expected to work collaboratively across the University and with key stakeholders to deliver single team working that efficiently and effectively supports the achievement of those goals and objectives.

5	Support achievement of the Division's/Unit's/School's compliance with all applicable statutory and regulatory compliance obligations, including (but not limited to): UKVI, Health & Safety, the Prevent Duty, data protection, Competition and Markets Authority requirements and equal opportunities, as appropriate to the grade and role. Additionally, to promote good practice in relation to University policy, procedure and guidance in relation to those compliance matters in respect of students, staff and other relevant parties.
6	Balance effectiveness and cost-efficiency in the management of the budgets you are accountable for, demonstrating compliance with Value for Money and Return on Investment principles to support the University's strategic aim to achieve a world-class standard of teaching and research by managing our resources effectively and efficiently.

### Person Specification

	Essential	Desirable
Educated to degree level or equivalent professional experience.	X	
Formal qualification in a relevant discipline such as: Training Accreditation Programme (TAP) certification or Learning & Performance Institute (LPI) equivalent.		X
Effective management skills	X	
Effective oral and written communication skills with the ability to present complex ideas and information in a way that can be understood by the audience.	X	
Planning and organisational skills, including project management.	X	
Good interpersonal skills with the ability to quickly build rapport with colleagues.	X	
Analytical skills with the ability to generate effective solutions and make effective decisions.	X	
Commitment to customer service excellence.		X
A flexible approach to working hours. Able to work flexibly to meet the needs of the University.	X	
Experience of the HE sector		X
Experience working in a service-oriented environment.		X
Demonstrable experience of delivering training.	X	

	Essential	Desirable
Experience of creating engaging on-line training artefacts.	X	
Experience of IT training delivery and IT support.	X	
Experience of undertaking training needs analysis.	X	
Ability to produce effective, engaging and concise training material.	X	
Experience of providing training in Business Systems.		X
Experience of blended training methodologies, such as: virtual online learning and eLearning.		X
Experience in using collaboration platforms to build and publish content.		X
Experience of eLearning tools, video creation and technology driven learning.		X
Practical working knowledge of a wide variety of systems, applications software and end user hardware (desktop, mobile, AV) used in delivery of teaching and learning, conferencing, workplace collaboration and business processing.	X	
Experience of a wide range of productivity and collaboration software (e.g. Microsoft Office, G-Suite, Box, etc)	X	