

Job opportunities

Position details

Position:	IT Trainer
Hours:	37 Hours per week
Location:	All Strata Sites
Vacancy type:	Fixed Term (for up to 2 years)
Closing date:	3 March 2019

Job pack and application

Please visit the [Strata website](#) for a job pack and application form.

If you experience any difficulties applying for these roles please contact the HR team.

Strata Human Resources
East Devon District Council
Blackdown House
Border Road
Heathpark Industrial Estate
Honiton
EX14 1EJ

Phone: 01395 516551

Email: careers@strata.solutions

IT Trainer**Salary: £28,221 to £30,756 per annum****37 hours per week****Fixed term for up to 2 years****About Strata**

Strata is an exciting and forward-thinking IT company with over 70 employees based throughout its Head Office in Exeter and other sites in Newton Abbot and Honiton.

Strata has invested heavily in hardware and software delivery platforms and is now proud to offer its local government customers some of the latest technology around virtualisation, application delivery and mobile working.

About the Role

We are looking for an enthusiastic and experienced trainer who will be responsible for planning and delivering appropriate IT training to our three partner authorities so they can obtain optimum value from their universal IT systems.

In this interesting and varied role, you'll research, develop and deliver IT training and materials for service specific IT systems and maintain a high level of expertise and skills in order to develop and change IT processes to meet future organisational arrangements. You'll also perform user acceptance testing and produce user documentation to support the implementation of new software and hardware.

Strata are strong believers in investing in training and skills for our staff and provide access to a range of on-line training courses as well as specialised trainer-led courses on a wide variety of technical and soft skills. The role also offers a generous pension scheme and holiday entitlement.

In this role you'll be required to work from all of our main sites in Exeter, Newton Abbot and Honiton on a flexible basis and regular travel between sites will be required. Our Exeter office is located in the city centre and ideally situated for shops and restaurants and all public transport connections. Alternatively our offices in both Newton Abbott and Honiton are both easily accessible and parking is available. We also offer a cycle to work scheme.

About You

With a good standard of education, you'll have knowledge and experience of working in a training role and of a variety of training and delivery methods. You'll also have a good understanding of service specific IT systems (both hardware and software) and the ability to adapt as systems are integrated. With a good knowledge of training skills and needs analysis, you'll also have excellent communication and presentation skills and the ability to develop excellent working relationships.

A driving licence and own transport is essential (although reasonable adjustments may be possible) as you will be required to travel regularly to attend meetings at our other sites.

Apply

To apply, please send your CV to careers@strata.solutions.

For an informal discussion about the position please contact Adrian Smith, on 07889 646467 or email adrian.smith@strata.solutions For a job description please visit <http://strata.solutions/>, or alternatively, if you do not have internet access call 01395 517553.

The closing date for completed applications is Sunday 3rd March 2019. Interviews will be held on Friday 15th March 2019.

JOB DESCRIPTION and PERSON SPECIFICATION

Post title: Infrastructure Technology
Trainer

(Fixed term for up to 2 years)

This document is intended to cover the range of principal duties and areas of work relating to the post. It is the intention to ensure that you are aware of the actual and the potential range, level of duties, responsibilities and areas of operation which may be required. In addition, you may be required to perform other relevant activities commensurate with the grading of this post.

Grade & Salary: Grade 5

Responsible to: Head of Infrastructure & Support

Responsible for: No direct reports; assists manager with infrastructure with work co-ordination; manages external contractors, facilities & bookings

Strata Service Solutions Ltd are a forward-thinking company wholly owned by three innovative local authorities in the south west of England. Strata provides IT support services to East Devon District Council, Exeter City Council and Teignbridge District Council. Our approach values simplicity and flexibility.

Our Mission - To Build and Deliver flexible, responsive and cost effective IT solutions and services for Local Government

Our Vision - We aspire to be an expert, resilient and sustainable IT service which supports day-to-day service delivery and the transformational aspirations of the local authorities we support.

Our Values – Simplicity, Flexibility, Empowerment, Building trust and respect, Accountability, Working together, Excellence in all we do, Leadership

Job Purpose:

The primary purpose of this post is to plan and deliver appropriate and consistent training to the three partner authorities and elected members so that the authorities obtain optimum value from its universal IT systems.

To contribute to the development and delivery of the Corporate IT training strategy.

Core accountabilities:

1. Research, develop and deliver IT training and materials for service specific IT systems in order to ensure the provision of consistent and appropriate programmes for the three authorities so that they may fully utilise systems that support their operational activities.
2. Monitor and evaluate the outcomes from training in order to ensure that relevant feedback influences programme and course design and leads to gains in performance, a return on investment and the continual improvement of IT training.
3. Work with each of the councils' learning and development teams to ensure that training is appropriately scheduled (to avoid clashes with other learning and development or business demands) and recorded for teams and individuals.
4. Maintain a high level of expertise and skill in relevant business processes in order to develop and change IT processes to meet future organisational arrangements.
5. Perform user acceptance testing, advise on business change implications and produce user documentation in order to support and enable the implementation of new software & hardware.
6. Ensure that data input practice by the various functional teams is in accordance with acceptable standards in order to maintain data quality throughout the specific service systems.
7. Develop and maintain high quality training materials, guidance and user documentation in order to support and enhance IT learning across the three authorities.
8. Work with the appropriate learning and development teams in each of the councils to undertake training needs assessments of authority staff as an integral part of the induction process in order to properly identify and quantify their IT training and development needs and target resources.
9. Identify training needs for universal systems and arrange to meet simple requirements and refer more complex requirements to the Corporate Trainer

10. Cultivate and support a network of training super users throughout the three authorities in order to communicate and promote best practice.
11. Work in close co-operation with all teams within Strata to ensure delivery of customers' holistic IT requirements.
12. Work to support the Strata teams in deploying new technology and systems in order to define requirements, develop and deliver training for new products and services and so facilitate the three authorities obtaining maximum benefit from their investment in IT.
13. Maintain an up to date knowledge and understanding of the wide range of infrastructure technologies, products , legislation and best practice available and provide sound advice and recommendation on change to Strata leaders
14. Impart technical information clearly and succinctly to a non-technical audience and to other technical resources ;
15. Assist Manager in developing and maintaining the skills and knowledge of team members by supervising, coaching and training more junior colleagues.
16. Supervise external contractors where appropriate, ensuring that they understand their role, tasks, timescales and the quality of work required;
17. Support Strata's and its customers' approach to equalities and diversity ensuring that services and policies identify, address and promote the needs of the diverse communities.. This includes the need for safety of children and other vulnerable people.
18. Take personal responsibility for the relevant aspects of Strata's Health and Safety Policy, and adhere to any site specific H&S Policy.
19. Evaluate and assist in managing risk across the delivery spectrum of Strata.

Example Training Matrix

Type	Regularity	Content	Length
Classroom	Up to 2 days per week dedicated to pre-advertised courses staff can book onto. Also to include evening sessions that can be made available to staff and Councillors	Varied: Classroom courses will cover a wide range of Digital skills	Morning or afternoon through to a full day.
Drop-in sessions	1 morning per week at each main location, other locations to be on request	Varied: Trainer to be available for any member of staff to book a slot to go over specific area of training agreed in advance.	15-30 minute bookable slots.
Video	To be produced as and when required.	Self-help training videos to be produced on a wide range of subjects, to include instructions on how to complete various task and procedures on common systems, these will then be made available to Staff via the Strata Portal	Varied
Self Help Articles	To be produced as and when required.	Self-help training videos to be produced on a wide range of subjects, to include instructions on how to complete various task and procedures on common systems	Varied
Ad-hoc	Should the need arise the team will be able to pass calls received via the Servicedesk directly to the trainer where an issue has been identified and can be resolved quickly though direct support.	Varied	Varied
User Inductions	To be agreed: It may be on a 1-2-1 basis or we may look to combine new starts into groups depending on numbers	Induction will focus on key aspects of interfacing with Strata, Security, and then access to the council's computer and telephony resources.	1 hour
Specific project related training	As and when a new project has a requirement for Staff internal to Strata and our customers to be trained on new IT programs and procedures.	This will be specific to the project the training is supporting, and could cover any of the above mediums	Varied.

PERSON SPECIFICATION

Category	Requirements	Essential/ Desirable (E/D)	Method of Assessment
Education/training	<ul style="list-style-type: none"> ▪ Good general school background ▪ Technical degree ▪ ITIL ▪ Membership of the CIPD ▪ Successfully completed a recognized Training Qualification 	<p style="text-align: center;">E D D D D</p>	Application/ Interview
Knowledge	<ul style="list-style-type: none"> ▪ Understanding of service specific IT systems (both hardware and software) and ability to adapt as systems are integrated ▪ Good working knowledge of technical PSN requirements ▪ Experience of how to exploit technologies to promote new ways of working. ▪ Knowledge and experience of working in a training role with a sound grasp of training methods and delivery. ▪ Knowledge of training skills and needs analysis ▪ Experience of working with and developing customer relationships within a variety of customer groups including the staff and partners who access Strata provisioned systems ▪ Experience of project working and management ▪ Good knowledge of local government business and processes. 	<p style="text-align: center;">E D E E E D D</p>	Application/ Interview/ Presentation

Skills and Abilities	<ul style="list-style-type: none"> ▪ Ability and experience of training and developing staff. ▪ Ability to inspire and motivate others ▪ Ability to work with staff from all services and at all levels ▪ Able to work with technical colleagues and consultants from supplier organisations. ▪ Ability to “manage” super user communities Able to analyse problems to root cause and develop improvement strategies and actions. ▪ Ability to analyse issues and identify possible solutions based on sound analysis of available information, within pre-defined policy and operational frameworks, and with access to advice in the event of ambiguity ▪ Able to develop sound business cases taking all relevant factors into account ▪ Ability to plan and prioritise own workload methodically and with full attention to competing priorities ▪ Excellent organisation and time management ▪ Excellent interpersonal skills and sound experience of client/user contact in training situations. ▪ Skilled communicator capable of using wide range of media and methods to build and maintain effective 	<p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p>	<p>Application/ Interview/ Presentation</p>
-----------------------------	---	--	---

	<ul style="list-style-type: none"> ▪ communication Ability to be flexible and prepared to exercise initiative ▪ Ability to be flexible and prepared to exercise initiative 	E	
		E	
Special requirements	<ul style="list-style-type: none"> ▪ A valid driving licence and own car with business insurance are essential (reasonable adjustments may be possible according to the Equality Act) ▪ Right to work in the UK ▪ Check of qualifications essential to the Job ▪ References ▪ Basic Disclosure Certificate 	E	Application
		E	Identity Check
		E	Original Certificates
		E	Reference enquiries
		E	Criminal Record Check

Strata is committed to providing access, aids, adaptations and alternatives wherever possible and reasonable adjustments to enable disabled people to fulfill the criteria for, and undertake the duties of its jobs.

RISK ASSESSMENT PROFILE

[RAP forms part of the Job Description please ensure a copy is always attached]

Status (please tick)

Permanent		Temporary - for up to 2 years	X
Full time	x		
Part time / Job share		Casual	
No of hours per week		Voluntary	

This role has been assessed for risk and the following table highlights the demands of the role and the level of risk that may be prevalent in the job when carrying out normal day to day activities. The following key has been used to provide a guide.

Level 1	Seldom or never	Level 4	Regular (2-3 times per week)
Level 2	Occasionally (once a month)	Level 5	Daily
Level 3	Fairly regularly (1 per week)		

Potential risks and hazards	Level of Frequency
Computer user	5
Car driving	5
HGV, LGV driving	1
Prolonged sitting, standing	5
Exertion (other than lifting)	1
Lifting	2
Manual handling – repetitive movements, bending twisting	1
Working with the public	2
Face to face contact with abusive customers	2
Lone working	2
Night working = 3 hrs or more between 11pm & 6am	2
Shift working	3
Use of chemical and or skin irritants	1
) Head phone use/ auditory performance / noise	1
❖ Hand arm vibration / noise	1
❖ Use of machinery / noise / vibration	1
Outside working / inclement weather	1
Exposure to the sun through outside working	1
Working at heights (above 2 metres)	1
Working in confined spaces	2
Risk of exposure to bodily fluids	1
Risk of contact with infectious diseases	1
Risk of exposure to asbestos	1
Other - please specify	

-) Any post identified in levels 2-5 will require a hearing test if decibel levels are above 80 [If unsure please check with Health & Safety Officer]
- ❖ Any post identified in levels 2-5 will require a hand arm vibration screening test

The document was completed by Adrian Smith on 17/01/19

The document was reviewed by Laurence Whitlock on 17/01/19