

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	8BF	<b>Role Title</b>	Trainer (Bank) Qualified systems trainer to deliver Liquid Logic adults (I AS)classroom training
<b>Grade</b>	PS8	<b>Reports to (role title)</b>	Contracts and Commissioning Team Leader
		<b>Directorate</b>	Business Services
<b>JE Band</b>	269-313	<b>Service</b>	HR & OD
		<b>Team</b>	
		<b>Date Role Profile was created</b>	Aug-19

## Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

<b>Role Purpose</b> including key outputs	<p>To deliver IT Systems learning and development interventions/modules appropriate to their area of expertise in order to improve workforce skills and support workforce, team and individual development.</p> <p>The role holder will provide advice and support to client groups, ensuring that the team and service are fully informed of any skills gaps or training issues affecting the business.</p>
<b>Work Context</b>	<p>The Performance Team works within the Organisational Effectiveness and Development team. It works closely together with services to deliver a fully integrated service from learning needs analysis to design, commissioning, delivery and evaluation. The aim is to provide unswerving customer service and to offer value for money in all of areas of its business.</p> <p>It provides a supporting and enabling function to the wider business, providing a mix of consultancy and project development services and then commissioning and/or delivering appropriate blended bespoke learning solutions including e.g. e-learning, self-directed development, action learning sets, team development sessions and classroom courses.</p>
<b>Line management responsibility</b> if applicable	N/a
<b>Budget responsibility</b> if applicable	N/a

<p><b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family</p>	<p>Analysis, Reporting &amp; Documentation</p> <ul style="list-style-type: none"> <li>• Prepare and analyse management information, including financial reports / project plans, recommending actions as appropriate.</li> <li>• Maintain, develop and review business support systems, processes and procedures to secure a quality, cost effective service and continuous improvement.</li> </ul> <p>Service Delivery</p> <ul style="list-style-type: none"> <li>• Deliver a range of specialist services advising and assisting customers in area of expertise, to maximise service quality, efficiency and continuity.</li> <li>• Maintains knowledge of the organisation's current systems, policies and procedures.</li> <li>• Resolve issues/queries independently, recommend alternative solutions if unable to assist, and ensure efficient, day-to-day customer service is delivered.</li> </ul> <p>Planning &amp; Organising</p> <ul style="list-style-type: none"> <li>• Monitor service objectives and standards within own area of work to ensure effective service delivery.</li> <li>• Plan and prioritise own work activities for the months ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed.</li> </ul> <p>Finance/Resource Management</p> <ul style="list-style-type: none"> <li>• Assist budget/resource management in accordance with the organisation's policies and procedures.</li> <li>• Maintains, develops and reviews financial support systems, processes and procedures.</li> </ul> <p>Work with others</p> <ul style="list-style-type: none"> <li>• Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service.</li> <li>• Undertake and coordinate projects and reviews in a defined area of activity to support and enhance service delivery.</li> </ul> <p>People Management</p> <p>Either:</p> <ul style="list-style-type: none"> <li>• Manage staff, allocating and prioritising their work and manage performance to secure efficient service delivery.</li> <li>• Oversee the work of others as the most experienced team member.</li> </ul> <p>And/Or:</p> <ul style="list-style-type: none"> <li>• Operate as an individual maintaining and improving operational efficiency and quality of service of own area.</li> <li>• May be recognised as the main point of contact for a particular specialised process, system or procedure or for a senior member of staff.</li> </ul> <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
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<b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b>	<ul style="list-style-type: none"> <li>• Educated to 'A' level standard, or able to evidence ability at an equivalent level.</li> <li>• Professional business qualification to NVQ Level 4, or able to evidence knowledge and understanding of appropriate business disciplines; willingness to study for a relevant professional qualification if appropriate.</li> <li>• For some roles a relevant degree may be required.</li> <li>• Excellent IT skills.</li> <li>• Excellent written and oral communication skills with the ability to build sound relationships with customers, adapting styles to different situations.</li> <li>• High level administrative/organisational and analytical skills.</li> <li>• Ability to manage a range of projects through to completion.</li> <li>• Effective interpersonal, influencing and negotiation skills.</li> <li>• Practical experience and understanding of business supporting service teams and/or providing support to the public (where appropriate).</li> <li>• Experience of leading a team (where appropriate).</li> </ul>
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<b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b>	<p>Personal Skills and qualifications:  High level of general PC literacy with the ability to problem solve.  Proven training delivery experience  Excellent interpersonal and communication skills with the ability to simplify processes.  Training qualification eg TAP  Preferred:  Experience of training social care databases – LiquidLogicYou will be delivering five different courses – two half day courses LAS Basics (which is an introduction to the system and creating contacts) LAS Safeguarding (which covers recording the Safeguarding processes) and three full day courses LAS Module One (which covers recording the client's Adult Social Care assessment and support plan) LAS Module Two (which covers recording the carer's assessment and support plan and reviews) and a specific course for MH staff (which covers the Adult Social care assessment, support plan, planned reviews)</p> <ul style="list-style-type: none"> <li>• Willing and able to travel across Surrey and SE, working at different locations as required.</li> </ul>
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**Role Summary**

Roles at this level may manage a straightforward operational activity or small team, provide specialist support services or they may be in the second year of a professional career development role. They have in-depth knowledge of methods, systems and procedures and possess practical understanding in one or more disciplines, for example finance, HR, communications, facilities, procurement. They are often process 'experts' seeking to deliver maximum efficiency within a defined process. A thorough knowledge of their own area or discipline is required although overall supervision from a more experienced professional is in place. They work collaboratively with customers, staff, partner organisations, agencies and/or contractors and play a major role in maintaining quality standards and/or engaging in project management.