

## Job Description

Job title	[Children and Adults Systems Trainer
Directorate	[PEOPLE : Children and Adults
Division	[Children and Adults Systems
Range	MPR 4
Reports to	[Children and Adults Systems Manager

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### Main purpose of the job:

- To train all staff within Children’s and Adults Services on the IT Systems in operation – both to groups and individuals.
- To develop and maintain training information which system users can reference as required; working closely with the Children and Adults Systems Team, the service and performance colleagues.
- Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

### Accountabilities and outcomes:

- Create, update, and manage a comprehensive library of user guides and training documentation that is accessible to all staff at all times.
- Design and deliver induction, refresher, and change-related training sessions, including those required after system upgrades, IT projects, or changes in business processes.
- Collaborate with the System Support Team to identify recurring issues from the service desk and deliver targeted training to reduce call volumes and improve system usage.
- Deliver additional training to individuals identified through performance monitoring or by managers as not using the system correctly, despite having completed standard training.
- Continuously seek and implement improvements in training delivery methods, including the use of new technologies, online learning platforms, and alternative communication strategies.
- Ensure all training incorporates principles of information governance, data security, GDPR compliance, and the importance of accurate data for performance reporting.
- Keep accurate records of all training delivered, including attendee feedback, to support reporting and continuous improvement of training services.
- At manager discretion, other activities may be assigned that fit the job description.

## Medway Council Job Profile

### Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

### Accountabilities to Adults we work with:

- Be a good listener.
- Be non-judgemental.
- Be responsive.
- Be understanding.
- Be honest.
- Be focused.
- Be realistic.
- Be a good time keeper.
- Be resourceful in your approach.

Be ambitious and professionally curious for adults with care and support needs and promote others to share the same drive.

'Make no decision about me without me.'

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### Organisation:

This role reports to the Children and Adults Systems Manager

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

### Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

### Person specification

All criteria at level A should be considered essential requirements.

#### Qualifications

##### Level A

- 5 GCSEs grade 4 or above (or equivalent level 2 qualification) to include English and Maths

##### Level B (in addition to level A criteria)

- Evidence of ongoing continuous professional development.

##### Level C (in addition to levels A and B)

- Evidence of ongoing continuous professional development. |
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#### Knowledge

##### Level A

- Continuous evidence of professional development to include keeping up to date with changes and/or developments in specific subject areas as indicated by service or organisational need.
- Knowledge and understanding of approaches and methodologies related to training delivery.
- A good understanding of customer service and how it is applied in an organisation.
- Awareness of the complexities and differing needs of various teams and roles across an organisation.
- Knowledge of duty of care requirements while facilitating training sessions.
- Knowledge of GDPR.
- An awareness of and commitment to equality, diversity and inclusion.

##### Level B (in addition to level A criteria)

- A strong understanding of customer service and how this is applied in a local authority setting.
- A good understanding of the value and use of new technologies and advances in technology to improve service delivery.
- Knowledge of key stakeholders within the organisation.
- Knowledge of internal escalation routes and processes.
- Awareness of different learning styles.

##### Level C (in addition to levels A and B)

- Knowledge of latest trends related to delivery of learning and development.
- Applied knowledge of different learning styles, in particular understanding how adults learn and retain information. |

#### Experience

##### Level A

- At least 2 years' experience of delivering and developing training solutions.
- Experience of supervising and co-ordinating employees in a training setting and providing a duty of care to all delegates.
- Experience of delivering training sessions and programmes.
- Experience of working in a customer-focused organisation.

##### Level B (in addition to level A criteria)

- Experience of completing effective research and fact checking.
- Experience of designing and delivering training sessions and programmes, reactive to business need.

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- Experience of responding to delegate feedback, concerns and information sharing within session delivery.
- Extensive experience of working in a customer-focused organisation.
- Experience of attending 'train the trainer' sessions with ability to learn, absorb and deliver prescribed or bespoke training.
- Experience of completing administrative tasks commensurate with the role.
- Experience of improving training materials based on feedback and self-reflection.

### Level C (in addition to levels A and B) |

- Proactive experience of creating innovative training solutions to meet business need.
- Extensive experience of continuously reflecting on and iterating training programmes and delivery.

## Skills

### Level A

- Good presentation and engagement skills with competent use of written and spoken English.
- Proficient in the use of Microsoft packages such as Word, PowerPoint, Outlook, and Teams.
- Organisational and time management skills with high levels of accuracy and attention to detail.
- Communication and interpersonal skills with ability to use a variety of mediums to present varied information in an understandable way to a range of audiences and stakeholders, both internal and external to the organisation.
- Regular independent thinking and using own initiative to manage an assigned workload, whilst working within defined procedures and processes.
- Able to complete evaluation and analysis of training content and raise ideas and solution for improvement.
- Can manage some work-related pressure, from deadlines, interruptions, or conflicting demands.
- Can demonstrate emotional resilience and professionalism when faced with sensitive or contentious information.

### Level B (in addition to level A criteria)

- Excellent presentation and engagement skills.
- Ability to convey complex information in a simplified way to meet different learning abilities and styles.
- Ability to demonstrate flexibility within your work to meet service demands and deliver effective training.
- Ability to react professionally to unusual or unexpected problems that might arise during training sessions, without immediate access to a manager or senior officer.
- Ability to utilise specialist programmes to develop training solutions.
- Ability to respond effectively and professionally to sensitive and confidential information.
- Sustained ability to deal with considerable levels of work-related pressure, for example from deadlines, interruptions or conflicting demands.

### Level C (in addition to levels A and B) |

- Ability to provide resilience and support to the team when needed.
- Ability to work collaboratively and network with training officers across the organisation on specialist training projects or tasks.
- Ability to respond appropriately to a change of business need.