Range 4	Job Title: Children and Adults Systems Trainer

Duties:
- 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.

Sector Specific framework: *Please provide link to national/sector specific framework if this applies*

Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Required for this level	In addition to level A	In addition to levels A and B
Qualifications - 5 GCSEs grade 4 or above (or equivalent level 2 qualification) to include English and Maths	**Qualifications** - Evidence of ongoing continuous professional development.	**Qualifications** - Evidence of ongoing continuous professional development
Evidence requirements: - Certificates provided during recruitment	**Evidence requirements to progress to level B:** - Evidence of continuous professional development increasing skills, knowledge and behaviours for the role may be evidenced through line manager observation to demonstrate knowledge or understanding of role.	**Evidence requirements to progress to level C:** - Evidence of continuous professional development increasing skills, knowledge and behaviours for the role logged by individual with statement from manager evidencing stretch.
Knowledge - Continuous evidence of professional development - 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.	**Knowledge** - 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.	**Knowledge** - 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.

Evidence requirements (knowledge):
- Evidence of continuous professional development to be assessed via application form and through interview responses using situational examples including keeping up to date with changes and/or developments in specific subject areas as indicated by service or organisational need.
- Evidence of knowledge and understanding of approaches and methodologies related to training delivery to be assessed via application and through interview responses where you should:
  - Describe common training delivery methods.
  - Examples of times you designed and delivering training and if training needed to be adapted for specific audiences or situations.
  - Descriptions of how you adjust your delivery when training sessions aren't engaging participants.
	Evidence requirements (knowledge):
	- Provide 2 examples that demonstrate your customer services skills such as:
	  - Feedback from trainees highlighting how the training improved their confidence or service delivery.
	  - Collaboration with service teams to identify training needs and tailored content accordingly.
	- Describe in your 1:1 your understanding of how emerging technologies can enhance training methods and improve overall service delivery and how they can be used in your role. If applicable describe how technology improved your service delivery (e.g., reduced processing time, improved data accuracy).
	- In your 1:1, outline the key stakeholders within Children & Adult Services and explain how they are connected to your role.
		Evidence requirements (knowledge):
		- In your 1:1, describe how your training initiatives have evolved to meet shifting workforce demands. Share specific examples of how you've adapted delivery methods to support hybrid working and cater to diverse learner preferences.
		- Demonstrate in your 1:1 how you have designed and delivered a training module that incorporates a mix of visual materials, interactive discussions, and hands-on activities to support different learning styles (visual, auditory, and kinaesthetic). Provide evidence – such as feedback or evaluations results showing learners understood and retained the information effectively.

• A good understanding of customer service and how it is applied in an organisation will be evidenced via application and through interview responses. • Interview questions will seek evidence of an understanding of the varied complexities and needs across different teams and roles, demonstrating the ability to recognise and adapt to these differences within an organisation. • Understanding of duty of care will be evaluated during the interview through a situational example. You should demonstrate how you apply duty of care principles when delivery training, enduring safe, inclusive, and supportive learning environment for all participants. • Knowledge of GDPR through application and interview responses. Explaining the principles of: - Data processing, data subject rights, roles and responsibilities and legal basis for processing and data breach protocol.	• In your 1:1, share 2 specific instances where you have followed escalation procedures - such as addressing a system issue or mitigating a risk. For each example, explain who you escalated the matter to, the reason for the escalation, and the outcome. State any tools or systems used in the process such as ticketing systems or incident logs. • In your 1:1, describe the different types of learning styles and explain how you would tailor communication or training to suit varied learning preferences. Also share 2 examples of training plans or materials you adapted for different audiences or feedback from staff on inclusive learning approaches.	
Experience • 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.	**Experience** • Experience of completing effective research and fact checking. • Experience of designing and delivering training sessions and programmes, reactive to business need. • 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.	**Experience** • Proactive experience of creating innovative training solutions to meet business need. • Extensive experience of continuously reflecting on and iterating training programmes and delivery.

Evidence requirements (experience):
• At least 2 years' experience of delivering and developing training solutions will be assessed through application and previous employment references including, where applicable, completion of relevant training design or delivery certification.
• Experience of supervising and co-ordinating employees in a training setting and providing a duty of care to all delegates will be assessed via application and through interview responses.
• Experience of delivering training sessions and programmes through application and interview responses using situational examples demonstrating:
   - The context (e.g. company, team, challenge)
   - The training need or goal
	Evidence requirements (experience):
	Minimum of 12 months satisfactory experience and attendance at level A evidenced by personal records and/or performance appraisal documents.
	
	• Provide 2 examples where you conducted thorough research to develop accurate and effective training materials. For instance, ensuring that training content reflects updated practices and processes through close collaboration with both the service and systems teams, continuous research into evolving system changes, and
		Evidence requirements (experience):
		Minimum of 12 months satisfactory experience and attendance at level B evidenced by personal records and/or performance appraisal documents.
		
		• Provide 3 examples that demonstrate your proactive experience in developing innovative training solutions to meet evolving business needs. Examples may include:
		   - Identifying gaps in current training provision and proposing creative solutions.

- Your training materials, delivery of session, and evaluating outcomes.
  - Measurable impact.
- Demonstrated experience in a customer-focused environment, to be evaluated through the application process and verification from previous employment reference.

rigorous fact-checking to ensure your understanding was correct.

- To evidence your capability in designing and delivering training programmes that respond to business needs:
  - Provide two examples where you identified a business need such as a system change.
  - Describe how you designed the training solution in response to that need.
  - Explain how you delivered the training, including format, audience, and approach.
  - Outline how you collaborated with stakeholders to develop the content.
  - Include feedback from end users to demonstrate effectiveness and engagement.
- Demonstrate your experience to respond to delegate feedback by describing, in your 1:1, how you actively listened to and responded to delegate feedback or concerns during training sessions. Include examples of how you adapted your delivery, clarified information, or adjusted your approach to meet delegate needs. Highlight any methods you use to encourage open communication and ensure information is clearly understood and shared effectively.
- Describe, in your 1:1, how you have applied your experience in customer-focused organisations to enhance service delivery or stakeholder engagement in your current role. Include specific examples of how this experience has informed your approach to systems training, communication and problem-solving.
- To demonstrate your experience in attending 'Train-the-Trainer' sessions and how you've applied what you learned:
- In your 1:1, describe how you understood and absorbed the training content from these sessions.
- Share examples of training sessions you've delivered, including any feedback received from participants or end users.
- Explain how you've adapted your training style to suit different audiences or learning needs.
- You can support this with evidence such as training plans, feedback forms, attendance certificates, or training materials you've created or used.
- Provide an example that demonstrates your experience in administrative tasks relevant to your role as a Systems Training Office. This may include activities such as maintaining accurate records, managing, and updating training documentation, coordinating training schedules, and supporting system-related administrative processes.

- Designing and implementing new training formats, tools, or resources that enhance learner engagement or operational efficiency.
  - Collaborating with stakeholders to tailor training to specific business needs or goals.
  - Using feedback to refine and improve training delivery.
  - Evidence could include feedback from learners or managers, training materials created.
- In your 1:1, describe your experience in evaluating, refining, and evolving training programmes and delivery methods to meet the changing needs and improves outcomes, such as:
- Regularly seeking and incorporating feedback from learners and stakeholders.
- Review training effectiveness using feedback.
- Iterates training content and delivery style based on reflection and evaluations.
- Demonstrates adaptability in response to emerging technologies, systems updates, or organisational priorities.
- Shares insights and improvements with colleagues to enhance training standards.

	• To demonstrate continuous improvement of training materials through feedback and self-reflection, provide an annotated outline that describes how you have actively sought, evaluated, and incorporated feedback from learners or peers to enhance training content. Include examples of how self-assessment has led to meaningful updates or innovations in delivery methods, materials, or learner outcomes. Evidence may include: - Documented changes to training materials based on feedback. - Feedback from trainees, peers, indicating improvements in clarity or effectiveness. - Examples of iterative development or pilot testing or new approaches.	
Skills • Good presentation and engagement skills with competent use of written and spoken English. • Proficient in the use of Microsoft packages. • 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 work-related pressures. • Can demonstrate emotional resilience and professionalism when faced with sensitive or contentious information.	**Skills** • 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.	**Skills** • 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.
Evidence requirements (skills): • Evidence of effective presentation and engagement skills, along with proficient written and spoken English, to be evaluated through the application process and interview responses. • Evidence level of ability to use Microsoft Office packages, particularly PowerPoint, to be assessed through an ICT skills test involving a presentation on a topic of your choice. • Interview responses to demonstrate situational examples of strong organisational skills, high levels of accuracy and attention to detail by: - Sharing experiences of managing multiple tasks or projects successfully. - Providing evidence of systems or tool used to stay organised. - Describe feedback received on accuracy and reliability.	**Evidence requirements (skills):** • To demonstrate your excellent presentation and engagement skills, provide a range of examples such as: - Feedback summaries from training sessions showing high satisfaction scores or positive comments. - Training materials that showcase clarity, creativity, and audience engagement (e.g. slides, handouts, training videos, guidance notes). - Observational reports from colleagues or managers who have attended sessions. - How you've tailored sessions for different audiences or responded effectively to questions and challenges. - Innovative approaches used to make complex systems understandable and engaging.	**Evidence requirements (skills):** • Provide 3 examples where you supported colleagues/end users during challenging times e.g. system outages or transitions, staff shortages, or high workload period. This can be via a statement or through discussion during your 1:1. • Your ability to work collaboratively with other Training Officers across the organisation to be evidenced through discussion at your 1:1. Specific examples include: - Project name. - Who was involved. - Your role. - The outcome. - Feedback or testimonials from colleagues or managers.

- Discuss improvements made to processes or workflows.
- Communication and interpersonal skills to be evaluated through the application statement and interview responses. Providing examples of your ability to communicate clearly and effectively across different formats and styles, tailored to varied audiences and stakeholders. Including sharing how you present complex or diverse information in a way that is accessible and engaging, both internally and externally.
- Interview questions will evidence situational examples to demonstrate independent thinking, using own initiative and working within defined procedures and processes:
    - Describe a situation where you identified a problem and acted without being prompted.
    - Explain how you planned and manged your workload.
    - Explain how you followed procedures while thinking creatively or improving processes.
    - Share examples of decisions you made on your own that led to positive outcomes.
    - Feedback received.
- Demonstrates the ability to evaluate and analyse training content, evidenced through application and interview responses that show how you regularly review training materials, provide constructive feedback, and actionable suggestions resulting in measurable improvements to content quality and learner engagement.
- Application statement and interview responses that provide situational examples demonstrating your ability to effectively manage work-related pressures such as deadlines, interruptions, and competing priorities.
- Evidence for emotional resilience and professionalism will be assessed through interview response using an example where you have stayed calm, professional, and composed when handling difficult, emotional, or controversial information.

- Give two examples of how you explain complex system information in a clear way for people with different learning styles and skill levels. Examples can include training materials you've created, feedback forms or testimonials noting clarity and accessibility or how well they understood the material. Training session recordings, peer, or manager observations.
- Describe a specific situation where you demonstrated flexibility in response to changing service demands. Include how you adapted your training delivery method and schedule to meet organisational needs and explain how you managed competing priorities while maintaining high standards of training quality and learner engagement.
- In your 1:1, demonstrate your ability to handle unexpected issues during training in a professional manner, particularly when a manager is not immediately available. Support your response with a situational example by addressing:
    - Describe the situation and its context.
    - Explain the actions you took to manage the issue.
    - Outline the outcome and any lessons learned.
- Provide a specific example where you designed, developed, and successfully delivered training using a specialist system. Include the name of the system, describe how it was used to create the training material and provide the output from using the system.
- Provide 2 examples that demonstrate your ability to handle sensitive and confidential information professionally such as:
    - Instances where you managed sensitive queries or issues with discretion.
    - Examples of how you incorporated confidentiality best practices into training content.
    - Notes or agendas from sessions where sensitive topics were handled professionally.
    - Positive feedback from colleagues or managers regarding your professionalism and discretion.
    - Testimonials from end users who felt safe discussing sensitive system-related concerns.
    - Completion of relevant GDPR training.
- Provide situational examples where you have successfully managed tight deadlines, frequent interruptions, and conflicting demands.

- In your 1:1, share an example of a project where you demonstrated your ability to effectively respond to a change in business need. Clearly describe the nature of the change, the specific actions you took, any proactive initiatives you took and the impact to your contribution.