



Digital Training Officer

40 hours per week. Permanent contract

Department:	Cadet Digital Services	Level:	B1
Reporting to:	Digital Project Manager	Location:	Home Based

Job Description

Purpose of the Post

The Digital Training Officer position is to enhance the proficiency and efficiency of users across our Management Information System (MIS) Westminster and other systems, including JPA. This role is crucial in developing and delivering targeted training programs that meet the diverse needs of our user base, ensuring that all personnel are equipped with the necessary skills to utilise our digital platforms effectively.

Principal Responsibilities

- Design, develop, and manage comprehensive training programs tailored to the needs of users of the MIS Westminster and other IS platforms, including JPA.
- Ensure training materials are up to date with the latest system features and compliance requirements.
- Develop a variety of training materials, including manuals, e-learning modules, and instructional videos.
- Deliver training sessions to a diverse range of users across the Country, from beginners to advanced, ensuring they are equipped to effectively use the MIS Westminster and other IS platforms.
- Utilise a blend of teaching methodologies to cater to different learning styles, including in-person workshops, webinars, and self-paced online courses.
- Schedule and manage training sessions, ensuring efficient use of resources and maximisation of participant engagement and learning.
- Evaluate the effectiveness of training programs, using feedback and performance data to make informed adjustments.
- Provide ongoing support to users, addressing any queries or issues they may encounter.
- Foster a community of practice among users to encourage knowledge sharing and collaborative problem-solving.
- Maintain detailed records of training activities, including participant attendance, progress, and feedback.

Digital Training Officer – 19 March 2024

Holderness House, 51-61 Clifton Street, London EC2A 4DW. [acctuk.org](https://www.acctuk.org)

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Key Competencies

Criteria	Essential	Desirable	Methods of assessment
Qualifications and Training	<ul style="list-style-type: none"> Understanding of MIS and IS platforms, with the ability to quickly learn and adapt to new technologies. Knowledge of system functionalities, data management, and security practices. Good general education Evidence of continuing personal and professional development UK Driving License. 	<ul style="list-style-type: none"> Certificate in Education and Training (Level 4 or 5) or equivalent 	Application, interview, references, certificates
Experience and knowledge	<ul style="list-style-type: none"> Proven experience in designing, developing, and delivering training programs in a corporate or educational setting. Experience with adult learning principles and various training methodologies 	<ul style="list-style-type: none"> Experience designing and delivering advanced training sessions for complex information systems, including custom solutions. Understanding of the Armed Forces 	Application, interview, references
Skills and ability	<ul style="list-style-type: none"> Ability to manage training projects from inception to completion, including needs assessment, planning, execution, and evaluation. Demonstrated experience in working collaboratively with a range of stakeholders, including IT professionals, end-users, and senior management. Excellent verbal and written communication skills, with the ability to convey complex technical concepts in a clear and accessible manner. 	<ul style="list-style-type: none"> Background in user experience (UX) design principles, making training programs not just informative but also engaging and user-friendly. Experience with change management processes, helping organisations navigate through transitions and adopt new technologies or systems. 	Application, interview, references

Digital Training Officer – 26 March 2024

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