

Lead IT Trainer

The Schools are committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Haberdashers' Aske's School for Girls and The Haberdashers' Aske's Boys' School are two of the eleven schools of the Worshipful Company of Haberdashers. We share a rich history, tracing our roots back to the 17th Century when our founder, Robert Aske, established the principles that guide us to this day - we give talented and ambitious young people, irrespective of background, the opportunities they need to succeed in life. Our priority is the education of the whole person in a truly exceptional learning environment with outstanding facilities. Our support staff play a vital role in the delivery of high quality academic and pastoral care for each and every student. The Schools occupy traditional and purpose-built facilities in a superb setting: 100 acres of playing fields and grounds, all within close reach of north London.

Role:	Lead IT Trainer
Hours:	37.5 hours per week full time, Monday to Friday 8:30 – 17:00 with one hour for lunch but with some flexibility and willingness to work other hours
Salary:	c. £35,000 depending on skills and experience

Reporting Lines

IT Trainer will report to the Head of Information Services and Development.

Overview

The Lead IT Trainer is responsible for creating and delivering training programmes and courses for staff at all levels, including but not limited to staff inductions, 1 to 1 and group sessions. You will be responsible for creating and designing user documentation and to support user acceptance testing, ensuring a smooth transition from development through to implementation of new products and services across the Haberdashers Schools.

You will work closely with stakeholders and the first line support to understand issues reported and use this information to update and adjust training. You will also work alongside the wider Information Service's team and manage one other IT Trainer/Admin Support, to understand the requirements of a stakeholder, providing high quality training on all applications.

Duties and Responsibilities

- Delivering effective and responsive training sessions in line with the Schools needs to a range of audiences.
- Designing and developing a range of training programmes producing course materials and other documents such as handouts, manuals, and exercises.
- Analysing feedback and engage in continuous improvement of training processes creating and developing key performance indicators and review all elements of the Training Life Cycle.
- Creating high impact, innovative training based on detailed analysis of the School development plan
- Provide training on how to use in-house systems and commercial software
- To assist in the implementation of applications including, upgrades, testing and documentation.
- Train new staff on proper use of hardware and software
- You will devise suitable surveys to analyse and identify the IT training needs within the organisation
- Continuously monitoring and reviewing the progress of trainees, ensuring that training requirements are met.
- Evaluating training and development programmes to adapt to changes occurring in the work environment, helping stakeholders solve specific training problems.

- Keeping up to date with developments in training and ensure that e-learning techniques are fully investigated and employed where appropriate.
- Researching new workplace learning technologies and methodologies and present this research.
- Keep up to date records of training attendance
- Willingness to support and delivery other training sessions throughout the School
- Any other duties as reasonably requested by your line manager.

Person Specification

Experience:	Essential/ Desirable	How Assessed
Proven work experience as an IT Trainer, Technical trainer, IT Course Developer, IT Systems Support or similar role	E	A/I
Experience in designing course materials	E	A/I/T
Qualifications in IT training	D	A/I
Experience in the educational sector	D	A/T
Significant software training experience	D	A/I
Experience of delivering other training topics such as Leadership Development, or the willingness to engage with developing these skills	D	A/I
Experience of working with stakeholders/representatives at all levels especially within education and demonstrable ability to present and discuss at a senior level	D	A/I
Ability to write technical and end user documentation including maintenance and training material	E	A/I
Experience of using advanced features of Microsoft Word and Excel to include mail merging, formulae and macros/VBA (Essential)	D	A/T
Qualifications:		
Strong A Levels or equivalent.	E	A
A university degree to at least undergraduate level	D	A
Skills & Abilities:		
Excellent verbal, written and listening skills to communicate with users at all levels and of varying technical ability	E	A/I
Strong interpersonal skills.	E	I
Excellent numeracy skills to deal with statistical data.	E	T
A structured, and organised approach to work, with the ability to manage own workload and meet deadlines	E	T
Awareness of current data protection legislation.	E	A/I
Able to work independently and as part of a team and be flexible.	E	I
An ability to take instruction and direction and to be held accountable	E	I
Excellent time-management and an ability to prioritise effectively.	E	A/I
Ability to work calmly under pressure.	E	I



Personal Attributes:		
Tact, discretion, and assurance	E	I
Strong work ethic, ability to work under pressure and to tight deadlines.	E	I
Friendly and highly professional approach to pupils, parents, staff, and visitors	E	I
Discretion and confidentiality	E	A/I

A = Application Form

T = Test

I = Interview