

ROLE PROFILE

Role Title:	Systems Trainer
Department:	Finance & Resources – HR & Learning
Role Purpose:	<p>A credible Learning and Development professional you will be responsible for:</p> <ul style="list-style-type: none"> • Developing and managing all learning processes, content and materials, primarily for systems related learning solutions – current and new. • Support Head of L&D and manage and deliver systems related learning strategy/plan, in conjunction with corporate plan and forward look plan. • Maintaining a course portfolio for existing and new colleagues <p>All of the above for local and corporate learning and development programmes which are aligned to business objectives.</p> <p>To support the quality and continuing improvement of Midland Heart's activities through learning and development of staff, primarily through needs led programmes. Ensuring compliance with respective regulatory frameworks.</p>
Reporting to:	Head of L&D
Responsible for:	n/a
Disclosure level:	Standard
Role Level:	<u>Frontline Worker</u>

Key Role Responsibilities	<p>Create positive learning environments, predominantly for all systems related programmes and delegates ensuring key messages are consistently delivered which will enable Midland Heart to maximise the performance of its people, is solution focussed, responsive to business needs, centred on customer satisfaction, accuracy and continuous improvement.</p> <p>An experienced trainer to deliver business focused learning across Midland Heart. Excellent communication skills and ability to work effectively under pressure to tight deadlines.</p> <p>Experience of creating blended learning solutions including content and materials.</p> <p>Experienced at carrying out training needs and trend analysis to determine type of system learning needs arising across the organisation – leading to taking proactive measures to ensure business users become self-sufficient in diagnosing and actioning resolutions in line with organisational parameters.</p> <p>Design, delivery and evaluation of learning content and learner capability, in conjunction with aims and objectives as identified by stakeholders.</p> <p>Development and management of learning portfolio in conjunction with Learning team processes e.g. quarterly planning cycle.</p>
----------------------------------	--

	<p>Working in conjunction with business colleagues, in the evaluation of new systems/services to determine the potential for learning support and delivery.</p> <p>Delivery of face to face learning in a range of environments to meet learning and organisational needs.</p> <p>Working with Learning team colleagues, communicate offer for systems learning to the organisation.</p> <p>Support the delivery of corporate core learning solutions.</p> <p>Support the delivery of system related projects as directed by the project lead.</p> <p>To support the administration of our Learner Management System</p>
--	--

Education, Qualifications and Learning	A relevant level 3 or higher qualification in learning delivery or work related experience e.g. PTTLs, AET, TAP or CIPD
Knowledge and Experience	<p>Experience in delivery of face to face led learning solutions in a range of environments.</p> <p>Experience of design, delivery and evaluation of learning solutions including the productions of documents and materials.</p> <p>Experience of developing communication plans.</p> <p>Expert knowledge of delivering systems learning solutions to staff at all levels, across organisations.</p> <p>Experience of Project Working and the successful implementation of project aims and objectives</p> <p>Experience of working with Learner Management Systems</p>
Role Specific Skills & Behaviours	<p>Excellent organisation skills, with the ability to adapt and reprioritise according to business need.</p> <p>Ability to analyse information and data, pay close attention to detail, and make judgements on issues presented.</p> <p>Excellent interpersonal skills with the ability to quickly establish and maintain good working relationships at all levels.</p> <p>Excellent communication skills, with the ability to challenge, negotiate, persuade and influence.</p> <p>Excellent use of coaching techniques to build management capability.</p> <p>Proven skills in helping to drive effective management of change.</p> <p>The ability to work and stay calm under pressure.</p> <p>Solution focused.</p>

	<p>Demonstrates integrity in attitude towards personal development, with enthusiasm to self-evaluate and learn from mistakes.</p> <p>Innovative and creative.</p> <p>Proactive and able to use own initiative.</p> <p>Commitment to a collaborative approach and ability to work effectively as part of a team.</p> <p>Be customer focussed.</p> <p>Understanding of and commitment to the principles of equality and diversity.</p> <p>Demonstrates flexibility and the ability to travel across the Midland Heart geography.</p>
--	--