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| Job Title: | Business Systems Trainer |
| **Business:** | TW Head Office |
| **Division:** | IT  |
| **Reports to:** | IT Training Manager |
| **Direct Reports:** | None |
| **Location:** | Trinity Park |
| **Main Interfaces:** | Business Customers Business Systems Managers & Support AnalystExternal service providers (e.g. COINS, CMG) |

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| Overall Purpose |
| **“Responsible for the design and delivery of IT training, supporting documentation and for the provision of a technical authoring service”** * Identify the IT training requirements of the business customer
* Develop and conduct IT training programmes
* In close liaison with the business systems team obtain and maintain an in-depth knowledge of TW applications
* Develop training material
* Work with external training service providers
* Provide a technical authoring service to other IT team members
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| Key Activities |
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| Identifying training requirements |
| * Work with business contacts in ascertaining specific IT training requirements
* Provides feedback to the IT team of ideas and improvements to ways of working
* Work closely with the business customers developing and maintaining strong relationships
* Maintain a user register and monitor training activity
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| Conduct IT training programmes |
| * Develop comprehensive training programmes for all relevant business applications
* Ensure that the programmes are kept up to date and address all elements of application functionality
* Organise and deliver the training programmes
* Ascertain customer feedback and implement a continuous improvement programme
* Develop the appropriate training material
* Deliver training in classrooms, remotely at other offices or via lync (or similar)
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| Understanding the applications |
| * Work closely with the business systems team to ensure a full and detailed understanding of in house developed applications.
* Monitor the change control systems and enhancement programme to ensure application knowledge is kept current
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| Providing a technical authoring service |
| * Working closely with the IT team to identify undocumented procedures, processes and manuals
* Working closely with the relevant IT team members, develop the appropriate documentation to support the IT processes and producers.
* Develop material appropriate to the needs of the audience - Classroom, CBT, Video clips, Webinars
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| **Key Competencies** |

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| **Presentation and technical skills** |
| * Ability to use the various presentation tools available
* Has excellent presentation skills and able to hold the attention of an audience
* An appreciation of analytical tools and methodologies to aid in the development of and technical documents and training material
* Fully conversant with the software used by Taylor Wimpey
* A general IT awareness
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| Personal Drive |
| * Sets high and demanding goals and possesses the drive and determination to see them through
* Persistent and tenacious when faced with changes and setbacks
* Adapts to meet new challenges in addition to identifying and introducing changes in order to meet the requirements of the business
* Always seeking improvements and ways to add value.
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| Communication |
| * Strong intellectual and analytical capabilities
* Communicates clearly and concisely
* Able to communicate complex and technical issues to peers and senior management, adapting the style to the audience
* Listens and is sensitive to the skills, views and contribution of others
* Is able to articulate in a way that excites and interests others
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| **Qualifications and Experience** |
| * Proven track record of IT training or technical authoring
* Numerate graduate with a relevant qualification is desirable
* Experience with CBT development (Camtasia, Captivate)
* 3-5 years experience of training within IT
* Advanced knowledge of MS packages (word/excel/powerpoint)
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If you would like to be considered for this role please send your CV to Georgina Moore, georgina.moore@taylorwimpey.com by 9 April 2015.