|  |  |
| --- | --- |
| 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 Analyst  External service providers (e.g. COINS, CMG) |

|  |
| --- |
| 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 |

|  |
| --- |
| Key Activities |
|  |
| 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 |

|  |
| --- |
| 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) |

|  |
| --- |
| 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 |

|  |
| --- |
| 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 |

|  |
| --- |
| **Key Competencies** |

|  |
| --- |
| **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 |

|  |
| --- |
| 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. |

|  |
| --- |
| 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 |

|  |
| --- |
| **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) |

If you would like to be considered for this role please send your CV to Georgina Moore, [georgina.moore@taylorwimpey.com](mailto:georgina.moore@taylorwimpey.com) by 9 April 2015.