



January 2012

Dear Applicant

| | | | |
|-------------------|----------------------------------|-----------------------|------------|
| Post Title | ICT Business Improvement Trainer | Hours Per Week | 36.25 |
| Company | Longhurst Group | Location | Negotiable |

Thank you for your interest in the vacancy above, should you wish to apply please complete our application form. You can download an application form from our website and post to the address on the application or email to apply@longhurst-group.org.uk

Please do not submit your CV as this will be removed prior to short listing and not taken into consideration.

Please refer to the Job description and Person specification for details about this particular vacancy. Further information about working for the Longhurst Group of Companies can be found within this pack or on our website: www.longhurst-group.org.uk

Please note that **Interviews for this post will be held on 28/29 February 2012.**

If you are successful in being selected for interview, we will write to you to confirm the time and location of your interview. Due to the high volume of applications we receive, we are unable to interview everyone who applies for employment within the Group.

If you do not receive a response to your application, you can assume that your application has been unsuccessful. It is the organisation's policy not to confirm receipt of application forms or non-selection for interview.

If you feel you have the qualities and attributes we are looking for with this vacancy, please return your application as soon as possible. The closing date for this vacancy is **8 February 2012.**

If you have any questions about our recruitment process, please contact a member of the HR team on 01205 319 623.

Yours sincerely

Human Resources
Longhurst Group

Additional Information

Equal Opportunities

The Longhurst Group is an equal opportunities employer and it is the policy of the Group to provide equality of opportunity to all, regardless of sex, sexual orientation, race, colour, national or ethnic origin, religious belief, marital status/civil partnership, disability or age.

Information you supply to us on these issues will be treated as confidential and used for statistical purposes only.

Data Protection Act 1988

In relation to the Data Protection Act 1988, we ask you to provide certain personal data on the application form. This information is used for statistical purposes only, in relation to equal opportunity monitoring, best practice and the law. Longhurst Group conforms to requirements under the Data Protection Act and all unsuccessful applications are confidentially stored and destroyed after 6 months.

Pre Employment Checks

In accordance with our recruitment policy, the successful applicant will be offered the position, subject to satisfactory employment references and may be subject to Criminal Records Bureau (CRB) clearance.

Recruitment and Rehabilitation of Ex-Offenders

A request for standard/enhanced disclosure of information from the Criminal Records Bureau (CRB) may be made. Please note: the disclosure will list both spent and unspent convictions.

Longhurst Group adhere to the Criminal Records Bureau's Code of Practice and, as such, a criminal record will not necessarily be a bar to obtaining employment. A copy of the Code of Practice and our Policy is available upon request. Alternatively further information about the Disclosure Scheme can be found on www.disclosure.gov.uk.

Applicants with Disabilities

Longhurst Group is committed to the employment of disabled people. We will offer an interview to anyone with a disability whose application meets the minimum criteria for the job.

The Disability Discrimination Act 1995 defines a person as having a disability if he/she has a physical or mental impairment which has a substantial and long term adverse effect on his/her ability to carry out normal day to day activities.

If you are selected for interview, you should inform us if you have any particular requirements for interview or selection test, such as building access.



ICT BUSINESS IMPROVEMENT TRAINER

TERMS AND CONDITIONS OF SERVICE

1. The annual salary will be up to **£29,270** pa (starting salary subject to qualifications / experience) payable monthly on or immediately prior to the 25th of each month direct into your bank account.
2. The possession of a valid UK driving licence is **essential** for this post. A mileage allowance is paid for which details will be available on appointment.
3. Salaries are reviewed in April of each year.
4. The post-holder will be required to work **36.25 hours per week**.
5. Annual leave **25 days** and 3 Concessionary days per annum plus statutory bank holiday, increases to 30 days after 5 years' and 10 year's service up to 31 days. Please note this entitlement would be pro-rotta if working part-time hours.
6. *Where appropriate appointments are subject to an appropriate level of criminal records bureau disclosure and the receipt of 2 references which the organisation deems satisfactory, and a 6-months' probationary period, during which you will be expected to demonstrate your suitability for the post.*
7. Membership of a contributory pension scheme is offered to all staff. Details of which will be supplied on appointment.
8. Longhurst Group of Companies operate an 'occupational sick' pay scheme, which applies to employees following completion of their 6-month probationary period of service.
9. One months notice of termination of employment by the postholder.

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JOB DESCRIPTION

- 1.0 JOB TITLE** **ICT Business Improvement Trainer**
- 2.0 DEPARTMENT** **Business Excellence and Information & Communications Technology (ICT)**
- 3.0 BASED AT** **Office Location Negotiable
(Must be able to work at all LG sites)**
- 4.0 REPORTS TO** **System Exploitation Manager or
System Implementation Manager**
- 5.0 SUPERVISORY RESPONSIBILITY** **N/A**

6.0 JOB SUMMARY

- 6.1 To provide training co-ordination, development and implementation plans for the Groups computer based systems. These applications will range from the bespoke housing applications to MS Office products.
- 6.2 To deliver training sessions based on training needs analysis across the Group organisation for retained and new staff.
- 6.3 To provide training sessions and workshops within the project management cycle and assist the project team.
- 6.4 To support the application training programme, by producing training documentation that meets the needs of our users and the correct use of the Groups computer based applications.
- 6.5 To be actively involved in the provision and support of the reporting function across the group for training. This will require the position to work alongside HR, business users and departments within ICT.
- 6.6 To work closely with member companies, the post holder must be able to understand existing Systems, describe and document these systems and discuss and communicate improvements to existing systems with suppliers.
- 6.7 The post will contribute to the development and implementation of ICT Strategy, Group ICT systems, Best Practice Methodologies and Quality Procedures.
- 6.8 To provide support on all application systems when required and investigate potential training programmes enhancements to reduce the number of training issues logged.

7.0 RESPONSIBILITIES

- 7.1 To work with the Business Improvement Project Managers on the project management, co-ordination, implementation and development of ICT systems across the Group in relation to training requirements.
- 7.2 To provide support and assistance to the System Exploitation Manager to facilitate internal user groups for our applications in an effort to develop training needs analysis and training programmes.
- 7.3 To assist in the provision of advice, training and support for end users for all major systems.
- 7.4 To assist in the documentation of the Group systems and processes using appropriate tools.
- 7.5 To assist in working with members of the Group to plan training projects in a timely fashion in line with the business plan. This will include training needs for retained and new staff in the Group
- 7.6 To assist in working with members of the Group to help to achieve best practice and maximise the benefits of technology within the scope agreed for the projects.
- 7.7 Working closely with the Head of Business Improvement, Project Teams and Managers to challenge and review existing systems and identify improvements to existing systems.
- 7.8 To assist in the planning, co-ordination, development and implementation of the ICT training to the Associations systems.
- 7.9 To liaise with the support desk team to ensure that users have appropriate skill levels to perform their duties.
- 7.10 To undertake training to keep up-to-date with advancements and changes in technology and training practices.
- 7.11 To promote and deliver positive solutions to achieve diversity and equality in all aspects of service delivery, focusing on quality of outcome.
- 7.12 To provide status reports on the provision of ICT software applications across the Group.

8 LOCATION

- 8.1 The location of the role will be determined by negotiation with the post holder. The post holder will be required to visit other sites as necessary.

9 PERSONAL REQUIREMENTS

- 9.1 The post holder must be willing to acquire new skills and will be expected to undertake training appropriate to the duties of the post and level of responsibility.

- 9.2 The person must be willing to undertake training to acquire/improve technical skills where required for new technology
- 9.3 The ability to communicate and work as part of a team is as important as technical skills and your ability to solve problems.

10 GENERAL REQUIREMENTS

- 10.1 The post holder must possess a current driving licence and be prepared to travel to all the Group's offices as required.
- 10.2 Due to the essential nature of the Group's ICT systems, the post holder will from time to time be required to work outside normal working hours.
- 10.3 The post holder will be required to undertake duties and responsibilities in addition to those set out in this job description that are appropriate to the level of the post. The post holder will respect confidentiality at all times and must always comply with current Data Protection legislation.
- 10.4 The post holder must ensure that their duties and responsibilities are conducted in a manner consistent with the Group's value statements, equal opportunities policy, Health and Safety, and code of conduct.

This job description sets out the duties of the post at the time it was drawn up. From time to time, job descriptions may be revised within the remit of the role, and any revision does not automatically justify a regarding of the post.

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JOB AND PERSON SPECIFICATION

| POSITION TITLE: - ICT BUSINESS IMPROVEMENT TRAINER | Essential | Desirable | METHOD OF ASSESSMENT | | |
|---|-----------|-----------|----------------------|-----------|------------|
| | | | App Form | Interview | Assessment |
| QUALIFICATIONS | | | | | |
| Degree or equivalent | ✓ | | ✓ | ✓ | |
| Structured training delivery qualification. | ✓ | | ✓ | ✓ | |
| IT qualification | | ✓ | ✓ | ✓ | |
| Professional Trainers Qualification e.g.(Cert from CIEH) | | ✓ | ✓ | ✓ | |
| KNOWLEDGE/ EXPERIENCE | | | | | |
| Experience of providing training programmes | ✓ | | ✓ | ✓ | |
| Experience of developing proactive training plans | ✓ | | ✓ | ✓ | |
| Knowledge of training needs analysis. | ✓ | | ✓ | ✓ | |
| Experience of a user group/ICT enhancement environment. | ✓ | | ✓ | ✓ | |
| Production of training and product documentation | ✓ | | ✓ | ✓ | |
| Good knowledge of IT systems and software | ✓ | | ✓ | ✓ | |
| Minimum of 1 year hands-on experience of delivering ICT training. | ✓ | | ✓ | ✓ | |
| Ability to convey the toughest material in a light-hearted environment. | ✓ | | ✓ | ✓ | |
| | | ✓ | ✓ | ✓ | |

| | | | | | |
|--|---|---|---|---|---|
| Understanding of housing sector. | | | | | |
| Experience of a project management life cycle | | ✓ | ✓ | ✓ | |
| Project Management experience using PRINCE2 methodology | | ✓ | ✓ | ✓ | |
| Production of Output Based Specifications/ Statement of Requirements for software projects. | | ✓ | ✓ | ✓ | |
| SKILLS | | | | | |
| Systematic, methodical, attention to detail | ✓ | | ✓ | ✓ | ✓ |
| Administrative and organisational skills | ✓ | | ✓ | ✓ | |
| Works well under pressure | ✓ | | ✓ | ✓ | ✓ |
| Good analytical and report writing skills | ✓ | | ✓ | ✓ | ✓ |
| Ability to work on own initiative, or within a team. | ✓ | | ✓ | ✓ | |
| Able to manage workloads, to agreed deadlines. | ✓ | | ✓ | ✓ | ✓ |
| Ability to analyse information, formulate a range of innovative solutions | ✓ | | ✓ | ✓ | ✓ |
| Ability to challenge and think laterally | ✓ | | ✓ | ✓ | ✓ |
| Good communication and interpersonal skills | ✓ | | ✓ | ✓ | ✓ |
| Ability to build and maintain relationships with a wide range of people both internally and externally | ✓ | | ✓ | ✓ | ✓ |
| Ability to provide training to colleagues at all levels | ✓ | | ✓ | ✓ | |
| Ability to manage budgets | ✓ | | ✓ | ✓ | ✓ |
| Ability and desire to learn new technologies | ✓ | | | | |
| Ability to use media/new technology in the delivery of training | | ✓ | | | |