

Job Description

General Details	
Job title:	Training and Development Officer
School/Service:	Registry – Student & Academic Services
Normal Work base:	Stoke Campus
Tenure:	Fixed Term until 30 th September 2021
Hours/FTE:	29.6 hours per week, 0.8 FTE
Grade/Salary:	Grade 6
Date Prepared:	February 2021

Job Purpose
<p>The postholder is responsible for supporting Schools and Professional Services in the implementation of student records management solutions arising from continuous business improvements and relevant University projects. The post holder will assist in the identification and development of student records management solutions, and will undertake training of relevant parties in the use of these solutions</p> <p>The postholder will play an active role in the identification of business improvements and the development of solutions as they apply to the workplace. The post holder will work collaboratively with a range of stakeholders in the Schools and Professional Services to apply these in practice. In particular, the post holder will play a vital role in supporting the translation of business improvements into business as usual to provide a basis for the realisation of benefits.</p> <p>The postholder will undertake the training of staff in Registry, other Professional Services teams and Schools for any relevant business improvements and University project outcomes. This activity will include the identification of training needs, the development of training materials, and the creation of system and business process documentation.</p> <p>They will require the ability to think logically and work systematically in order to bring together business needs with available solutions. They will also require the ability to balance the needs of users with system capabilities and the University's overall objectives.</p>

Relationships	
Reporting to:	SITS Manager
Responsible for:	No line management responsibility
Key Working Relationships:	Key staff within Schools and Professional Services areas, colleagues in Registry Operations and Academic and Student Administration.

Main Activities

- Work closely with key stakeholders across the University to ensure the translation of continuous business improvement and relevant University project outputs and solutions into business as usual (BAU) activity.
- Work with business leads to complete business analysis to identify improvements as part of continuous business process improvement activity and relevant University projects.
- Work closely with business leads and Digital Services to articulate system improvement requirements arising from continuous business process improvement activity and relevant University projects.
- Undertake training of staff in Registry, other Professional Services teams and Schools in the application of continuous business improvement and University project solutions, and to develop the necessary skills and knowledge for these solutions to become embedded into BAU.
- Support the development of system documentation to ensure that its meaning is transparent and easily adapted for use in supporting BAU training and development.
- Develop training and development tools for broad use, and a toolkit to be employed in 'self-training activity' by the relevant Schools and Services.
- Document and maintain training records for reporting purposes, including feedback and identification of issues and best practices identified in the course of delivery.
- To develop a culture of customer service within the team, working in accordance with any Service Level Agreements.
- To provide monitoring and evaluation data as part of a regular management information updates to inform strategic development, continuous improvement and the development of self-service, web-based solutions for staff and students.
- To undertake project and development work across the Service as required.
- To propose solutions to address identified issues, including proposals for new plans and procedures.
- The role holder is required to minimise environmental impact in the performance of their role and to actively contribute to the delivery of the University's Environmental Sustainability Policy.
- Any other duties or responsibilities as may reasonably be required.

Special Conditions

The role holder will be required to travel between sites from time to time in a cost-effective manner, which may be through the use of a car.

Weekend and evening work may be required within the role at certain times of the academic year.

Variation to Job Description

The employer reserves the right to vary the duties and responsibilities of its employees within the general conditions of the Scheme of pay and conditions and employment related matters. Thus, it must be appreciated that the duties and responsibilities outlined above may be altered as the changing needs of the service may require.

Conditions of Service

If you are successful in being appointed to a professional support role at Grades 1-6, you will be employed by Staffordshire University Services Limited (SUS Ltd).

Staffordshire University Services Limited (SUS Ltd) is a wholly owned subsidiary company of Staffordshire University which provides professional support staff to undertake various roles and responsibilities associated with grades 1 to 6 on the Staffordshire University pay scale. You'll work alongside, and under the direction of colleagues, within the University's Schools and Services in the delivery of our University Plan and supporting KPIs. You will be subject to Staffordshire University's policies and procedures and will be eligible to participate in the Staffordshire University Services Limited (SUS Ltd) Pension Scheme.

Informal Discussion

Should you wish to discuss this vacancy informally before making an application please contact:
Stephanie Bates s.e.bates@staffs.ac.uk

Application Procedure

We encourage you to apply on-line at our website <http://jobs.staffs.ac.uk> as the system is user friendly and simple to complete.

We would ask all applicants to ensure that they have provided comprehensive information under each criteria in the Supporting Statements section of the application form and, if necessary, add any relevant additional information in the Additional Information Section.