# Job description

**NHS**
**East Kent**
**Hospitals University**
**NHS Foundation Trust**

**POST**
IT Trainer

**SALARY**
£28,407 - £34,581 per annum
(pro rata where applicable)

**CARE GROUP**
Corporate

**BASE**
Kent & Canterbury Hospital

**CONTACT**
Isabelle Parker
07774479892

## Welcome to East Kent Hospitals

We are now looking to recruit an experienced IT Trainer to join the IT projects team. This is a unique and exciting opportunity to use your skills and expertise in the delivery of IT training to benefit both patients and healthcare staff at East Kent Hospitals University NHS Trust.

Working alongside other IT and Change management professionals, the successful candidate will design and build suitable IT training materials to meet project requirements.

We offer a full package of benefits, including a car lease scheme; on-site childcare; generous annual leave in line with NHS terms and conditions; high street and public transport discounts; a 24/7 staff support service - and the little things that make life easier, like on-site Amazon lockers and fresh fruit and veg stalls.

## About us

We are one of the largest hospital trusts in England, with three acute hospitals and community sites serving a local population of around 700,000. We also provide specialist services for Kent and Medway.

We care about our patients and our people. We are focused on providing outstanding, safe patient care, and a positive working culture that benefits staff and patients alike. With our emphasis on staff training and development, a staff support scheme that's second to none, and a healthy package of benefits, it's easy to put down roots in East Kent Hospitals.

We care

# Band 5 IT TRAINER

## Role specific duties

IT Project management in EKHUFT oversees a diverse and complex range of projects. These projects deliver key clinical, non-clinical systems and infrastructure to support the delivery of high-quality services for both staff and patients alike.

The role of the IT trainer is to work closely with IT project managers and end users to understand the training requirement.

The ideal candidate will be an experienced IT trainer who will be able to demonstrate pro-active and adaptive approach to training, with a positive mindset and hold interest in working within a fast-moving department.

The Trust is working on one of the largest projects ever undertaken across the organisation, implementing a new electronic health record system (Sunrise).
This programme of work will transform the way clinicians work introducing e-prescribing and replacing paper records.  The Sunrise system will be designed by clinicians and used by clinicians and offers an exciting opportunity to help improve the care we deliver.

Working collaboratively with our system provider (Altera) you will be responsible for delivering established training interventions using a range of internal and external blended learning materials including training sessions and simulations.

Working collaboratively with the Clinical Information Systems team, and Projects Team you will be responsible for delivering updates to existing training materials, and supporting new systems as they are introduced.

In line with IT Training Strategy you will be required to design and deliver new interventions identified via individual, team and programme training needs analysis (TNA).

As part of the IT Training team you may be involved in the testing of the system and its interfaces and maintaining knowledge of the clinical decision support functionality to ensure that the training developed is fit for purpose.

You will actively engage and provide learning support to a wide range of staff at all levels clinical and non-clinical for the preparation, implementation and delivery of new solutions and processes and provide expertise to users of the application across the organisation

**Key Result Areas**

**Support Project Mangers to meet project deadlines by:**

- Identifying IT training needs of a wide range of staff with differing skills and confidence levels.
- Designing and building suitable IT training materials to meet project requirements.  This is likely to require a blended approach.
- Delivering training to staff across the Trust sites.  This could include publishing eLearning, facilitating presentations, Webinars or Face to Face training methods.
- Assisting with the testing of clinical systems where appropriate.
- Assisting with development of communications relevant to the project.
- Compiling reports detailing course completion rates, training session attendance figures, staff feedback, to support the evaluation of training and future development of the training strategy.
- Escalating issues and risks to the Project Manager.

**General**

- Managing the creation and suspension of user accounts across a variety of Learner Management systems.
- Delivering presentations to Clinical induction attendees on use of IT systems.
- Maintaining training platforms and LMS.
- Building effective relationships between the Training Team and wider EKHUFT staff.

## Your commitments

We are focused on providing outstanding, safe patient care, and a positive working culture that benefits staff and patients alike. This is why we ask you to:

- maintain the confidentiality of information about patients, staff and other health service business and adhere to data protection law
- comply with the Trust's policies and procedures, including infection prevention and control, risk management, health and safety, safeguarding children and adults, financial management and use of resources
- act at all times in accordance with the professional Codes of Conduct and Accountability relevant to your role
- participate in annual mandatory training.

We are a smoke-free Trust, and offer staff support to stop smoking.

## Values

We care about our values of caring, safe, respect and making a difference. We'll ask you to demonstrate these values during the recruitment process and throughout your appointment – and you can expect us to do the same.

## Living and working in East Kent

Our large district general hospitals, specialist units and community sites provide a vibrant and diverse working environment with the extensive opportunities and teaching facilities you would expect of a large trust.

East Kent offers stunning countryside, beautiful beaches and charming places of historic interest, with easy access to London. With excellent schools, a wealth of leisure facilities and easy family days out on your doorstep, alongside beautiful and affordable housing stock, the perfect work-life balance couldn't be easier to achieve.

# How to apply

For more information or to arrange to visit us, please contact Isabelle Parker via isabellepaker@nhs.net 07774479892

## Person specification

| Requirements | Essential | Desirable | Method of assessment |
|---|---|---|---|
| Qualifications and training | Educated to A level standard or equivalent<br><br>Evidence of continuing professional development | Educated to degree level European Computer Driving Licence (ECDL) qualification or equivalent.<br>TAP Training accreditation<br>TPMA Training accreditation<br>CTP (Certificate in Training Practice) from the CIPD<br>PGCE (Post Graduate Certificate in Education)<br>Or other relevant teaching / training qualification. | Application Form |
| Skills and experience | Ability to learn new systems and processes quickly.<br><br>Ability to design, develop and evaluate training courses.<br><br>Effective, confident public speaker with an ability to design, build and deliver quality presentations.<br><br>Ability to take a flexible and versatile approach to problem solving.<br><br>Excellent keyboard and IT skills<br><br>An ability to think rationally and answer a wide range of questions is essential. | Excellent presentation skills, verbal and written<br><br>Desirable knowledge of Camtasia, Captivate, photoshop and Illustrator | Application Form<br>Interview<br>Questioning<br>Reference |
| Personal/professional attributes | Knowledge of customer training needs in a non-technical business environment.<br><br>Good working knowledge of Microsoft products.<br><br>Working knowledge of Information Governance and Security & Confidentiality of Patient Information | | |

The small print

| Band | Band 5 |
|---|---|
| Salary Scale | £28,407 - £34,581 per annum<br><br>Progression through the pay scale will be determined on an annual basis.  It will be subject to the post holder demonstrating the required standards of performance, conduct and completion of statutory, mandatory and essential training |
| Hours of work | 37.5 hours per week |
| Annual Leave entitlement | Annual leave entitlements are based upon the following lengths of NHS service (pro rata if applicable):<br><br>On Appointment = 27 days<br>After five years = 29 days<br>After ten years = 33 days |
| Pension scheme | As an NHS employee you will be entitled to join the NHS Pension scheme and will be enrolled from your first day of service, if you meet the eligibility criteria. Employees who are not eligible to join the NHS Pension Scheme may instead be enrolled in the Trust's Alternative qualifying scheme, NEST.<br><br>Your remuneration will be subject to the deduction of superannuation contributions in accordance with the relevant scheme |
| Contractual Notice | Bands 1-4 = 1 Month notice<br>Bands 5-6 = 2 Months notice<br>Band 7-9 = 3 Months notice |
| Probationary Period | New staff appointed to East Kent Hospitals University NHS Foundation Trust in this post will be subject to a 6 month probationary period.  During this time you will be required to demonstrate to the Trust your suitability for the position in which you are employed.  This period may be extended at the Trust's discretion and is without prejudice to the Trust's right to terminate your employment before the expiry of the probationary period.  In the event that a decision is taken to terminate your contract of employment during or at the end of your probationary period, you will be entitled to a notice period in line with the statutory timescales, which for employees with less than one year's service is one week |

## Dimensions

| Financial and Physical | Manages | NA |
| --- | --- | --- |
| | Impacts | IT Budget |
| Workforce | Manages (Bands and WTE) | None |
| | Located | Kent and Canterbury Hospital, Canterbury |
| | Impacts | IT Project Manager Clinical and operational staff |
| Other | | |

## Communications and working relationships

| Internal | IT Project team, clinical, operational, HR and information teams |
| --- | --- |
| External to NHS | Systems suppliers |
| Other | Service users |

## Environment

| Category | Description/Definition | Frequency/Measures |
| --- | --- | --- |
| Working Conditions | Hot desking available at all sites | Weekly 1:1 with line manager to raise issues |
| Physical Effort | Minimal | Weekly 1:1 with line manager to raise issues |
| Mental Effort | Manageable | Weekly 1:1 with line manager to raise issues |
| Emotional Effort | Manageable with someone with the right skillset | Weekly 1:1 with line manager to raise issues |

We confirm that the details of the above post as presented are correct. This is a description of the duties of the post as it is at present.  This is not intended to be exhaustive. The job will be reviewed on a regular basis in order to ensure that the duties meet the requirements of the service and to make any necessary changes.

We care