Cambridge Judge Business School

Further particulars

**JOB TITLE:**  IT TRAINER (FIXED TERM)

**REPORTS TO:**  DIRECTOR OF IT

Background

Cambridge Judge Business School (CJBS) has grown significantly in recent years, in terms of the number of staff, students and educational programmes. The Business School user community is diverse, demanding, and international. There are currently about 1,200 users, including teaching and research staff, administrative and support staff, students, visiting academics and participants in our Executive Education courses.

The Business School’s IT estate is large and diverse comprising of over 500 managed PCs, approximately 200 laptops, 30 networked multi-function printers, five fully digital lecture theatres and 30 digital seminar/meeting rooms used daily by the members of the Business School and the many external VIP/visitors, during and outside University’s term time. We operate hybrid infrastructure utilising the Microsoft technology stack and have portfolio of new projects to deliver as well as maintenance of the custom business applications we have designed and built for the Business School.

The role

The purpose of this role is to plan, deliver, and evaluate effective training programmes, on a variety of custom and commercial software.

Working within the IT department you will set up the training infrastructure which will include the creation of a new online training site, the assessment of existing skills and the design of training programmes to provide employees with the skills they need to be effective in their functions.

You will work with the development team contributing to a variety of application software projects which require custom training and documentation. You will also work with the IT support, systems, and audio visual (AV) teams to generate training materials and deliver training on core business applications and services. Ideally you will be a qualified and experienced trainer with an excellent working knowledge of modern development processes and commercial Microsoft products.

**Main responsibilities**

- Create and maintain an online Training Centre for all training related activities. This will be the home for all IT end user training resources and information.
- Liaise with existing staff to clarify job descriptions with related technical expectations to build up a skills matrix across the Business School.
• Create instructional guidance, training materials (written, audio and video) and other relevant documentation to support the training needs of the user community. Administer regular IT needs assessments to identify skills deficits.

• Address any skills deficits through tailored in-house one-to-one or group training programmes for IT core competencies. Build an annual training program and prepare teaching plans.

• Develop a training element for orienting new hires to their function. Ensure that training needs are incorporated into the IT Induction procedures.

• Develop reporting tools and dashboards that will show managers the skills within their teams and help them identify gaps in knowledge where training is needed.

• Contribute to the IT team’s development and ethos, support and share knowledge with others. Present and demonstrate user interface/user experience (UI/UX) aspects of our bespoke projects. Work with colleagues on broader IT projects to ensure training needs are identified and catered for.

• Membership of the University IT Techlink community to share knowledge, best practice, and technical expertise.

• Have a passion to learn and adapt new emerging technologies.

The person

The ideal candidate should have the following qualities, skills, and attributes. You are asked to provide a CV and a covering letter demonstrating how your own experience meets these requirements:

• Degree or equivalent working experience.

• Professional training qualification (City & Guilds, NVQ).

• Proven work experience as a trainer in a higher or further education environment.

• Extensive knowledge of instructional design theory and learning principles.

• Proven ability to master the full training cycle.

• Familiarity with testing processes.

• Experience with graphic design applications such as Adobe Creative Cloud for content creation, editing and publishing.

• Working knowledge of Learning Management Systems.

• Familiarity with traditional and modern training methods, tools and techniques.

• Enthusiasm and empathy.

• Excellent problem-solving ability.

• Excellent verbal communication skills.

• Excellent interpersonal skills.

• Adaptability.

• Excellent research capability.

• Experience of successfully contributing to project teams and working groups.
Benefits
This is a full-time position working 37 hours per week. There will be a six-month probationary period. Holiday entitlement is 33 days per annum plus eight days of public holidays. The salary will be in the range £31,406 - £40,927 per annum.

This is a fixed term role for two years in the first instance.

The full incremental salary range for the position is advertised in order to demonstrate the progression for the Grade. In the majority of cases appointments will be made at the Grade minimum; only in very specific exceptional circumstances can a higher salary be offered.

The University of Cambridge comprises more than 150 departments, faculties, schools, and other institutions, plus a central administration and 31 independent and autonomous Colleges. It is one of the world’s oldest and most successful universities, with an outstanding reputation for academic achievement and research.

With excellent benefits, extensive learning opportunities and a stimulating and attractive environment, the University of Cambridge is a great place to work. Our employees are eligible for a wide range of competitive benefits and services. We give them access to numerous discounts on shopping, health care, financial services, and public transport. We also offer final salary pensions and tax-efficient bicycle and car lease schemes.

We have two nurseries and a holiday play scheme to help support those with childcare responsibilities and we offer various types of family-friendly leave to aid employees' work-life balance. In addition, we operate a number of initiatives to promote career development, health and well-being.

Further details can be found at www.admin.cam.ac.uk/offices/hr/staff/benefits. There is also a range of information about living and working in Cambridge at www.jobs.cam.ac.uk.

Application arrangements

To submit an application for this vacancy, please search for this position on the University’s Job Opportunities website at www.jobs.cam.ac.uk and click on the "Apply online" button at the bottom of the relevant job description. This will route you to the University’s Web Recruitment System, where you will need to register an account (if you have not already) and log in before completing the online application form.

The closing date for applications is 17 July 2022.

Applicants are required to provide details of two referees. These will not be contacted unless the applicant is shortlisted.

Equality of opportunity at the University

The University of Cambridge is committed to a proactive approach to equality, which supports and encourages all under-represented groups, promotes an inclusive culture and values diversity. Entry into employment with the University is determined by personal merit and by the application of criteria required for the post. No applicant for an appointment or member of staff will be treated less favourably than another on the grounds of sex (including gender reassignment), marital or parental status, race, ethnic or national origin, colour, disability (including HIV status), sexual orientation, religion, age or socio-economic factors.
The University has various diversity networks which help it to progress equality; these include the Women’s Staff Network, the Disabled Staff Network, the Black and Minority Ethnic Staff Network and the Lesbian, Gay, Bisexual and Transgender Staff Network.

Information if you have a disability

The University welcomes applications from individuals with disabilities and is committed to ensuring fair treatment throughout the recruitment process. Adjustments will be made, wherever reasonable to do so, to enable applicants to compete to the best of their ability and, if successful, to assist them during their employment.

We encourage applicants to declare their disabilities in order that any special arrangements, particularly for the selection process, can be accommodated. Applicants or employees can declare a disability at any time.

Applicants wishing to discuss any special arrangements connected with their disability can, at any point in the recruitment process, contact, a member of Cambridge Judge Business School’s HR team who are responsible for recruitment to this position by email on hr@jbs.cam.ac.uk.