

Role Profile

Job Title:	Digital, Data, and Technology (DDaT) Trainer
Location:	Colindale (Hybrid)
Department:	Insight & Intelligence Hub
Directorate:	Strategy & Innovation
Grade:	Grade I (£42,771 - £46,968)
Type of Working:	Hybrid Working
Reports to:	Head of Organisational Insight & Intelligence

- Job Purpose:**

To design, deliver, and evaluate training programmes that enhance digital, data, and technology (DDaT) skills across the Council. The role will support Barnet's ambition to become a digitally enabled organisation by equipping staff with the knowledge and confidence to use digital tools, data systems and emerging technologies (such as AI) effectively.

The DDaT Trainer will understand the technical specialisms around DDaT learning with an ability to translate these specialisms into short to medium term programmes across the council.

- Key accountabilities:**

The Digital, Data and Technology Trainer will:

- Develop and deliver engaging training sessions on digital tools, data literacy, and technology platforms (such as Teams, SharePoint, PowerBI etc)
- Create and maintain learning resources (classroom, online, self-help guides, videos), in collaboration with the Organisational Development Team, and ensure they remain current and accessible to different user groups
- Translate technical concepts into clear, user-friendly language
- Assess training needs and skills gaps through consultation
- Provide expert guidance and advice to others in their decision-making processes, as appropriate, based on sound analytical knowledge and evidence.
- Liaise and negotiate with wider colleagues to ensure that DDaT projects follow good practice and standards to achieve project goals
- Implement frameworks to evaluate the impact and effectiveness of training initiatives
- Lead the development of Barnet's Innovation & Skills Hub and promote cultural adoption of new technologies, including AI
- Stay ahead of technology trends, experiment with emerging tools, and support strategic projects
- Drive user engagement and foster a proactive self-help culture

- Communicate learning opportunities effectively and involve users in content development
- Maintain and update DDaT learning platforms working with the Organisational Development Team to maintain and deliver content
- Ensure accessibility compliance and recommend best practices
- Promote safe, ethical use of AI and uphold data protection principles
- Provide troubleshooting support for productivity tools and address resistance to change
- Support the development of a proactive self-help culture
- Build and maintain strong relationships with strategic technology partners to maximise training opportunities and ensuring alignment with Barnet's DDaT capability goals
- Leverage social value initiatives and existing training resources by coordinating opportunities from external organisations (e.g. SOCITM, LOTI etc)

- **Financial Responsibilities:**

No specific budget responsibilities.

- **Health and Safety Responsibilities:**

As an employee of the London Borough of Barnet, you are required to:

- Abide by Barnet's health and safety policy and associated arrangements
- Complete mandatory health and safety training
- Follow safe systems of work and use devices/guards provided for safety.
- Wear/use personal protection equipment where issued and instructed to do so, including lone working devices.
- Report any Accident/Incidents/Hazards.
- Take care of your own and other's safety, health and wellbeing

- **Promotion of Corporate Values**

To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work. Our values:

Caring / Learning to Improve / Inclusive / Collaboration

- **Flexibility**

In order to deliver the service effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

- **The Council's Commitment to Equality**

To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

PERSON SPECIFICATION

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Criteria	Essential/Desirable	Assessed by:
Professional Membership/Qualification		
BSc in relevant discipline or equivalent industry experience (experience or qualifications in teach/training e.g. CertEd, would be desirable)	Essential	Application
Expert in understanding and using the Office 365 productivity tools in use in the organisation (Microsoft certification would be desirable)	Desirable	Application & Interview
Experience & Knowledge		
Proficient in methods and techniques for creating and delivering effective learning to different audiences (from frontline staff to senior management)	Essential	Application & Interview
Proficient in designing and developing a range of training resources e.g. quick-start guides, vlogs, classroom sessions	Essential	Application & Interview
Proficient in understanding the business environment that the training is to support	Essential	Interview
Experience working in a modern agile delivery environment	Essential	Interview
Familiarity with local government systems and data practices	Desirable	Interview
Knowledge of UK GDPR and data protection best practices to promote the responsible and ethical use of data and AI	Essential	Interview
Skill & Ability		

An active curiosity and desire to experiment and learn new tools	Essential	Interview
Ability to develop and edit video and vlog content with appropriate editing tools	Desirable	Interview
Confident in uploading and editing content within a Learning Management System and information sharing platforms such as SharePoint	Desirable	Interview
Ability to undertake learning needs analysis against existing tool sets and within specific change projects	Essential	Interview
Confident in delivering dynamic and engaging learning content to users in-person and online	Essential	Interview
Ability to think on your feet and deal with questions in a constantly changing cloud-technology environment	Essential	Interview
Ability to understand and address resistance to and build confidence in new technologies	Essential	Interview
Natural ability to support, and learn, from the people around you, always looking to do things better	Essential	Interview
A strong desire to learn and understand accessibility needs with assistive technology	Essential	Interview
Strong communication and presentation skills with confidence presenting technical concepts to diverse audiences	Essential	Interview
Ability to simplify complex technical concepts into plain language	Essential	Interview
Ability to produce engaging storytelling to show real-world examples of DDaT in producing efficiencies and impact	Essential	Interview
Analytical skills to assess training needs, skills gaps and evaluate outcomes	Essential	Interview
Values & Behaviours		
Caring		
Integrity- I work with candidates and colleagues in a way that builds trust.	Essential	Interview
Empathy- I say "thank you" and "well done" where appropriate, and take time to 'check in' to see if the people I work with are ok	Essential	Interview
Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt	Essential	Interview

Learning to Improve		
Insight- I regularly rely on evidence and professional standards to support my work and decision making.	Essential	Interview
Agile- I am fully empowered to act within the scope of my role	Essential	Interview
Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can	Essential	Interview
Inclusive		
Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding	Essential	Interview
Engage with discomfort- I am open to and reflect on what makes me uncomfortable and use my engagement with others to challenge myself and constructively challenge others	Essential	Interview
Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do.	Essential	Interview
Collaborative		
One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others	Essential	Interview
Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet	Essential	Interview
Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards	Essential	Interview