

JOB DESCRIPTION

User Adoption and Training Lead

Job title	User Adoption and Training Lead	Directorate	Transformation, Data & Technology
Location	Hybrid, with a weekly presence in either our Rushden, Peterborough, Boston or Milton Keynes office	Line manager	Programme Manager

Purpose of the job

- > Support the Programme Manager and Director of Strategy & Transformation in ensuring robust user adoption and in delivering high quality systems and process training aligned to our Transformation programmes.
- > Deliver bespoke system and process training within existing technology platforms supporting colleagues to exploit current system capability.
- > Support colleagues and managers exploit current capabilities - develop data and insight driven quality assurance methods on system, exploiting use of views, dashboards and case management tools.
- > Work alongside the wider IT and Transformation team to identify learning opportunities across the organisation to build digital skills and maturity.

Key tasks and responsibilities

- > Conduct Training Needs analysis - identifying the knowledge and skills gaps within the organisation to determine training requirements to address them (digital projects and systems exploitation).
- > Design comprehensive training programs, including course material creation and training delivery methods in partnership with project team and Learning and development team.
- > Lead on delivery of training sessions though various methods, such as in-person workshops, virtual classroom, and creation of online material for self-serve.
- > Provide user support and assistance to users as they adopt the new technology or processes, working alongside operational IT and service specific teams to ensure changes are embedded as designed.
- > Understand and map business processes and procedures where required, to be able to support effective training, and confirmation of user adoption.
- > Support the post implementation of new technology and process to ensure changes are embedded as designed and desired benefits are being achieved.
- > Collaborate with stakeholders to facilitate smooth transitions during organisational changes, support colleagues to embrace new technologies and process.
- > Create ways of tracking the adoption rates of new technologies, identifying where additional support or training may be required.
- > Lead on the creation and maintenance of technology specific learning materials within our intranet/LMS working with the project teams to maximise the uptake of our learning tools.

- > Provide specialist support to the project team in defining and assess business readiness for project 'go live' as well as cyclical Health Checks through project lifecycle.
- > Be an active member within project teams to understand in design, build, testing at outset of projects.

Scope and impact

Scope:

- > Lead the design and delivery of systems and process training across the organisation, ensuring alignment with Transformation programme objectives.
- > Conduct training needs analysis to identify knowledge and skills gaps, developing tailored learning interventions to support digital maturity.
- > Work collaboratively with IT, Transformation, and Learning & Development teams to create, maintain, and deliver a range of training materials, including in-person, virtual, and self-serve resources.

Impact:

- > Enhances workforce capability by ensuring employees effectively utilise existing and new technologies, driving efficiency and productivity.
- > Supports the successful adoption of transformation initiatives by embedding digital skills and improving business process understanding.
- > Contributes to organisational change readiness by tracking adoption rates, identifying further learning needs, and ensuring training aligns with business objectives.

Key relationships

- > All key Amplius business stakeholders, including:
 - > Nominated SME's.
 - > Project Managers.
 - > Programme Managers.
 - > PMO.
 - > IT Client Services Team.
 - > Learning and Development Specialists.
- > External third parties as priorities dictate.

PERSONAL SPECIFICATION

User Adoption and Training Lead

The values outline the key expectations of all colleagues. Used together, the Person Specification and values will ensure new colleagues will exhibit the competencies required for this role. All our opportunities will be assessed through application to interview.

Experience and knowledge

Essential:

- > Writing a Training Approach for a business system and operational process.
- > Creating training materials (ideally for Microsoft Dynamics 365).
- > Delivering training sessions to users for a major system implementations (ideally Microsoft Dynamics 365).
- > Good functional system knowledge (ideally Microsoft Dynamics 365).
- > Sound understanding of operational business processes.

Desirable:

- > Assessing user adoption rates, and embedding business change.
 - > Experience of change management frameworks, including business readiness approaches.
 - > Understanding and mapping business processes and procedures to support delivery of training.
 - > Experience of UAT and how this is translated into training resources.
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Skills and competencies

Essential:

- > Able to build strong engagement with stakeholders across all levels.
 - > Strong written and verbal communication skills.
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Characteristics

Essential:

- > Able to demonstrate an awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.
- > Promotes equality of opportunity for all people as employees or customers.
- > Promotes an environment where everyone can thrive and reach their potential.
- > Recognises and values the diversity of the communities where the organisation works.

Our values

 <p>People come first</p>	<p>Everybody matters to us. We care deeply about our colleagues and customers. We have fun and get to know and understand the people we work with. We provide a heartfelt service and treat everyone with dignity and respect.</p>	 <p>In it together</p>	<p>Our work is all about delivering excellent partnerships and building communities. We collaborate instead of competing. We achieve the best results by working together as one team.</p>
<p>We absolutely own it by doing what we say we'll do and being accountable for our actions. We believe in fairness, equality and inclusivity. We operate with integrity and help those who need it the most.</p>	 <p>Do the right thing</p>	<p>We're committed to providing better services and building more homes. We're ambitious, proactive and forward thinking. We want to amplify our impact, influence policy and transform the sector.</p>	 <p>Driven to do more</p>

Additional duties clause

The above does not constitute an exhaustive list of duties. The post holder may be required to perform any reasonable tasks commensurate with the level of responsibility at the request of their manager.

Duties may vary as and when localised procedures are updated or renewed with varying Local Authorities that the organisation works with. We reserve the right to alter the content of this job description to reflect changes to the organisation or the services it provides.

To be reviewed as part of the Job Description review process.