BRITISH TRANSPORT POLICE

JOB DESCRIPTION

APPENDIX C

Before completing this form, please read the BTP *'Guide to writing job descriptions for Police Staff roles'* Appendix B to the SOP.

A. POST DETAILS:

Job Title:	Digital trainer
Department:	Digital Policing Coordination Unit
Reports To:	Digital Training Manager
Level of vetting:	

Current Grade:	B001
Area: A div	
No of Posts:	3
Post Number:	

B. PURPOSE OF THE POST: *Why the post exists and what it has to achieve*

To work with the police systems business analysts and managers, they will assist in development of our digital policing capabilities principally, supporting of ongoing innovation and continuous improvement to our operational policing.

This role will also be responsible for working with the learning and development digital training team, to design and develop training packages and support material for our digital systems for both existing and future capabilities

The role will involve delivering training on our digital solutions to users across the force.

They will also be the conduit for constant feedback from divisions on our digital solutions, especially around the monitoring of the benefits realisation on recently introduced capabilities and any other feedback

This may include assisting in the creation of new proposals to existing or new systems in conjunction with systems analysts to meet the divisional operational feedback

They will also be involved in the necessary business engagement to push and embed cultural changes that are required for the current and future digital solutions

C. DIMENSIONS OF THE POST *The key statistics associated with the post*

Financial – Direct or Non-Direct

none

Staff Responsibilities – Direct or Non-Direct

Any Other Statistical Data

Nil

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D.   PRINCIPAL ACCOUNTABILITIES: *What the job is accountable for and required to deliver*

- Responsible for creating innovative and effective training packages for the digital policing systems in conjunction with the learning and development and the system managers. This could include packages for existing systems, new/updated functionality to existing systems, major system changes or new systems.
- Responsible for delivering comprehensive training and divisional training support for Digital systems across the force
- Responsible for maintaining digital systems training courses and material, ensuring they are current, up to date and fit for purpose
- Establish effective networks with key external partners to implement a collaborative approach to learning and development
- Responsible for establishing and maintaining communication networks with the appropriate divisional operational contacts and the relevant systems analyst and managers
- Responsible for retrieving divisional operational input on the development of change proposals on digital policing systems
- Support other Learning and Development trainers and departmental trainers in the delivery of Digital Systems Training, such as recruit training, specials training.

E.   DECISION MAKING:

Make decisions

Must be capable of working effectively without close supervision

Responsible managing workload, and deciding when to prioritise and how to manage conflicting demands

Responsible for deciding when to raise risks or issues in relation to a particular initiative

Responsible for making decisions on how best to deal with feedback from divisional feedback such as deciding to alter training, request configuration change or request new functionality

Supporting subject matter experts to develop a learning solution that is both interesting, engaging and realistic for the student, whilst meeting the specific goals and expectations of organisations/internal and external stakeholders

Advising on the most appropriate learning solution to deal with the request being made, balancing the needs of the delegates, the TNA, the needs of the ACPO leads and railway industry and considering the capabilities and resources available to achieve the required result

Maintaining the flexibility to respond immediately to emerging requirements,

Significant say in decisions

Responsible for influencing and guiding the development of strategy on the digital solutions, the planning of future releases and the extension of new functionality.

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F.   CONTACT WITH OTHERS: *The frequent contacts the post holder has with others and for what purpose*

Internal

Extensive engagement with key stakeholders and end users in the operational divisions in developing new proposals or planning extensions of functionality or new releases and retrieving feedback.

Engagement with key stakeholders on proposed business changes for new and existing digital policing systems and functionality.

Extensive engagement with digital systems analysts and owners in assisting the development of new proposals or planning extensions of functionality or new releases

Extensive engagement with the Learning and Development department during the development and implementation of training on digital solutions

Engagement with Lessons Exploitation Centre and Research And Development in coordination of user research across the force

BTP Police Officers and Staff
Divisional and departmental Training Managers
Learning and Development Service Centre Manager
Leadership and Career development managers
Head of L&D

External

Engagement with counterparts in other Forces when evaluating, developing or planning delivery of change proposals and sharing learning on training

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G.   REQUIREMENTS: *The skills, knowledge, experience, qualifications and training required to perform the job.*

Essential Criteria:

Qualifications and Training:

Minimum Level 3 Training Qualification

Training design qualification or experience

Qualification in User Research or relevant experience

IT Qualification or experience

Experience:

Design, Development and Delivery of IT/Digital systems Training Courses

Experience in identifying training needs and designing training courses based on system changes within complex enterprise level IT systems

Experience in developing excellent working relationships with a wide range of stakeholders both internally and externally

Skills

Ability to carry out Training Needs Analysis (TNA)

IT literate with experience of using MS Office applications.

Ability to work effectively in changing situations, shifting priorities and simultaneous demands.

Strong customer service skills and has a customer service orientation

Excellent written and verbal communication skills

Excellent planning and organisational skills

Knowledge:

Fully competent in using and operating IT programmes such as Microsoft Word, Excel, Powerpoint, Outlook and Access

A working knowledge of Computer network systems

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Desired Criteria:

Qualifications and Training:

Accredited trainer in any policing IT solution

Level 4 Training qualification to enable delivery of College of Policing Courses

Facilitation Skills qualification

Change Management qualifications or relevant experience.

Experience:

Experience of Police IT Systems especially in the delivery of business change and training

Experience on mobile technology solutions especially in the delivery of business change and training

Previous experience within BTP or other police force

Previous experience within the Railway industry

Previous experience working in an operational role or L&D role within a police environment.

Skills:

Web Design
Digital system design
Competent in filming/ video editing for training purposes

Knowledge:

Knowledge of policing and policing processes, organisation and regulations

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H. **ANY ADDITIONAL INFORMATION:** *Information relevant to the role, including any particularly challenging/ difficult aspects of the job. If competencies have been developed for this post, these can be listed here.*

Travel across the force with overnight stays is expected in this role

To be flexible around the need for occasional weekend and evening working

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I. **AUTHORISATION DETAILS**

Prepared By: Katy Livesey   Date: 02/11/2018

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Area Commander /FHQ	
HoD:	Date:
Evaluation Panel:	Date:

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