

Role Profile for:

ICT Training Specialist

Business area:	ICT, Data and Digital
Reports to:	ICT Manager
Responsible for:	N/A
Date:	15 January 2026

WHY THIS ROLE MATTERS

As IT Training Specialist, you'll support the delivery of organisational goals by building digital confidence across the organisation, designing, and delivering engaging accessible training that helps colleagues get the most from our systems and tools. You'll identify learning needs, champion self-service, and support digital inclusion, making sure everyone feels equipped and empowered to work smarter. By measuring and driving up digital skills and supporting innovation, you'll play a key role in improving how we work and enhancing the experience we offer to both colleagues and customers.

WHAT YOU'LL ACHIEVE

1. **Build digital confidence** by proactively identifying technical training needs and creating engaging learning experiences, you'll empower colleagues to use our systems and tools with confidence, encouraging self-reliance and simplifying everyday tasks.
2. **Make learning accessible and impactful** through blended learning approaches, like workshops, e-learning, videos and drop-ins, you'll ensure everyone can learn in a way that suits them.
3. **Support successful digital change** by working closely with the PMO & Digital Innovation Team, you'll play a key role in introducing new ways of working, also recommend and implement content creation tools that engage colleagues supporting them through periods of change.
4. **Champion a culture of continuous learning** by mentoring digital champions and actively promoting the Technology Hub, embedding digital learning into daily routines, developing skills, and driving innovation.
5. **Identify and engage with** external providers when needed, managing any related budgets to ensure value for money.
6. **Provide assurance through smart systems** by designing and managing a Digital Skills Licensing system that ensures people have the right knowledge to access sensitive systems, giving confidence to regulators and the business.
7. **Shape learning that supports our strategy** by working closely with senior stakeholders to identify both current skills gaps and future training needs ensuring learning is targeted and timely.

8. **Through measuring impact**, make sure learning helps us work more efficiently, improve customer experience and deliver on our goals.

What you'll bring to the role

Professional qualifications (or relevant experience)

- CIPD Level 5 Associate Diploma in Organisational Learning & Development.
- CompTIA CCT+ or equivalent technical certification
- Professional vendor certifications (e.g. Microsoft, Adobe)
- Ongoing commitment to personal and professional development
- Experience influencing and collaborating with colleagues across different teams and seniority levels

What you'll bring to the role

Knowledge and Skills

- Strong knowledge of Microsoft 365, including PowerApps, with the ability to train others confidently
- Proven experience in raising digital skills across a large and diverse workforce
- Ability to work independently to identify learning needs, design solutions, and measure impact
- Skilled in delivering blended learning using a mix of digital tools, workshops, videos and e-learning platforms
- Confident using e-learning authoring tools such as Articulate or Captivate
- Excellent communication and interpersonal skills, with the ability to simplify complex systems and engage learners at all levels
- An awareness of cybersecurity best practices and data protection requirements

Our values and behaviours

Living our values, you'll:



Work as one team

Be kind, inclusive and collaborative, celebrating success and building strong partnerships that support colleagues and deliver for our customers.



Act with integrity

Be honest, respect boundaries and do what's right, building trust with colleagues and customers.



Support aspiration

Stay curious, share knowledge and create space for growth, so we can thrive and better serve our customers.



Be courageous

Speak up, take informed risks, and stay resilient, especially when it's tough, because our customers count on us and we count on each other.



Be Practical

Take pride in solving problems, keeping it simple and maintaining the highest standards.

What matters most is a true connection to our values and behaviours. Even if you don't have all the technical skills, knowledge or experience just yet, we can help you grow and develop these along the way.

Compliance and practicalities

Additional role requirements

- Willingness to work a limited shift pattern and attend the office when needed

What you'll complete to stay compliant

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| <ul style="list-style-type: none"> • Fire safety awareness training • Equality and diversity training • Carbon literacy training • DSE awareness | <ul style="list-style-type: none"> • Cyber security and GDPR training • Safeguarding training • Manual handling training • H&S awareness training |
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You'll have a flexible approach to working hours, supporting the needs of the service while maintaining a healthy work-life balance. You'll actively promote and embed diversity and inclusion in everything you do. From time to time, you may be asked to carry out other duties that align with the level and scope of your role.