

JOB DESCRIPTION

JOB TITLE: Learning Specialist - ICT

GRADE: 5

REPORTING TO: Strategic Culture Partner

DIRECTORATE: Culture, Technology and Transformation

ROLE SUMMARY

The Learning Specialist - ICT is responsible for designing and delivering high-quality, accessible training that enables colleagues to effectively use ICT systems and digital tools in their roles. The role translates system functionality into practical, colleague-friendly learning experiences, supporting adoption, confidence and compliance across the organisation. Working closely with system owners, change leads and service teams, the specialist ensures training materials and delivery methods are aligned to business processes, user needs and organisational standards. The post holder plays a key part in supporting system implementation, continuous improvement and digital capability building by providing ongoing support, evaluating training effectiveness and adapting approaches to maximise engagement and performance.

MAIN DUTIES & RESPONSIBILITIES

Learning Environment Design

- Create inclusive, engaging learning environments (virtual and in-person) that support different learner needs
- foster a culture of curiosity, experimentation, and continuous learning
- design and develop training programmes and materials aligned to organisational needs and digital strategy
- establish and manage digital learning environments (e.g. LMS, collaboration tools).

Design and Content Creation

- Design and develop ICT training programmes aligned to organisational needs and digital strategy
- create modern, interactive learning materials (videos, simulations, e-learning modules, microlearning)
- regularly review and update content to reflect emerging technologies and best practices
- map learning outcomes to competency frameworks and skills requirements

Delivery of Training and Facilitation

- Deliver engaging training across formats (face-to-face, virtual, hybrid)
- apply a range of learning approaches (e.g. blended learning, scenario-based, practical application, gamification)
- adapt delivery to suit different learning styles and capability levels.

Digital Capability and Skills Development

- Build colleague confidence and competence in ICT systems and digital tools
- provide training on key ICT systems, software, and emerging technologies (e.g., AI tools, cloud platforms)
- support safe, effective and responsible use of technology
- enable development of both core and evolving digital skills.

Assessment and Evaluation

- Design and implement assessment methods to measure learner progress and competency
- evaluate training effectiveness using data, feedback, and performance metrics
- continuously improve learning programmes based on evaluation outcomes.

Innovation and Continuous Improvement

- Stay up to date with the latest trends in ICT, digital learning, and educational technology
- introduce and test innovative tools, platforms, and methods to enhance learning experiences
- promote a culture of continuous learning and curiosity.

Stakeholder Collaboration and Change Support

- Work with managers and stakeholders to identify training needs and skills gaps
- collaborate with subject matter experts to ensure content accuracy and relevance
- support organisational change initiatives involving new technologies.

Learner Support and Enablement

- Provide ongoing support, coaching and guidance to individuals and teams
- encourage self-directed learning and continuous development in the effective use of ICT systems
- develop support materials (e.g. guides, FAQs, knowledge bases)
- encourage self-directed learning and continuous professional development

Technology, Compliance and Reporting

- Support learning platforms and training technology (LMS, e-learning tools)
- ensure compliance with organisational data protection and security requirements
- track participation and outcomes, using insights to inform future training.

General

- Managing health and safety issues in your area of responsibility in line with the relevant section(s) of the relevant Health and Safety Policy
- complying with business confidentiality and information security policies, in line with GDPR and relevant legislation
- live believe housing's values and behaviours, doing the right thing for our customers, our business, and our people
- to deliver financially viable and economically effective services, seeking to gain maximum benefit from the use of resources and increasing social value.
- your duties may vary from time to time within the broad remit of your role and grade. You are required to undertake any such reasonable and appropriate duties.

PERSON SPECIFICATION

Essential and Desirable Criteria	Method of Assessment
Qualifications	
• Qualification in Learning & Development, Training, Education or relevant experience in IT systems training, L&D, or digital enablement (E) • Professional training qualification (e.g. CIPD L&D, teaching/training certification) (D) • System or digital platform certifications relevant to role (D)	• Application Form • Pre-employment checks
Experience	
• Experience designing and delivering training for IT systems or digital tools (E) • Experience translating technical/system functionality into practical learning (E) • Experience supporting system implementation or change initiatives (E) • Experience developing training materials (e.g. guides, eLearning, "how-to" resources) (E) • Experience working with stakeholders across IT, change and operational teams (E) • Experience evaluating training effectiveness and adapting delivery approaches (E) • Experience supporting adoption and embedding new ways of working (D)	• Application Form • Interview
Knowledge	
• Understanding of ICT systems and digital tools in a business environment (E) • Knowledge of adult learning principles and learning design approaches(E) • Understanding of blended learning methods (e.g. workshops, eLearning, on-the-job support) (E) • Understanding of how systems support end-to-end business processes(E) • Awareness of change management and system adoption principles (D) • Knowledge of training evaluation methods and continuous improvement approaches (D)	• Application Form • Interview
Skills	

• Ability to design engaging, accessible and effective training solutions (E) • Strong facilitation and delivery skills across a range of audiences (E) • Ability to communicate complex technical concepts in clear, plain English (E) • Strong stakeholder engagement and relationship-building skills (E) • Ability to align training to business processes and user needs (E) • Analytical skills to evaluate training impact and identify improvements (E) • Ability to adapt training approaches to maximise engagement and learning (E) • Ability to work independently and manage own workload (E)	• Application Form • Interview
Behaviours	
• Care about the basics – you ensure best practice is in place, and use resources effectively • Work well together – you give context and clarity, join up how we approach our work, and break down silos • Achieve great results – you celebrate success, set clear expectations and provide opportunities to learn from the things that go wrong. • Keep improving – you promote meaningful change, create opportunities for improvement and make it happen • Be at our best – you lead with integrity • Make a positive difference – you actively collaborate, create effective partnerships and encourage autonomy	• Interview