University of Edinburgh

Job Description Template

1. Job Details

Job title: Training Officer

School/Support Department: Information Services

Unit (if applicable): Data Library/EDINA

Line manager: User Support Manager

2. Job Purpose

To plan, develop and deliver a national training programme for EDINA, a JISC-designated UK National Data Centre, which provides national online services to UK further and higher education institutions.

3. Main Responsibilities

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<tr>
<th>Approx. % of time</th>
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<tr>
<td>1. Plan, prepare and deliver training sessions and online learning materials to users of EDINA national services.</td>
<td>50%</td>
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<td>2. Supervise one training assistant, assist in their staff development and give feedback on performance.</td>
<td>5%</td>
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<td>3. Carry out EDINA promotional and outreach activity including speaking and leading workshops at relevant conferences and exhibitions.</td>
<td>10%</td>
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<td>4. Participate actively in the successful development of EDINA services.</td>
<td>5%</td>
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<td>5. Keep up to date with, and provide analysis and advice on metadata standards.</td>
<td>5%</td>
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<td>6. Design usability tests for new and developing services. Train and oversee user support staff who facilitate user testing.</td>
<td>5%</td>
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<td>7. Participate in national projects as required.</td>
<td>15%</td>
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<td>8. Contribute to EDINA monitoring and reporting procedures.</td>
<td>5%</td>
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4. Planning and Organising

Training needs are generated from the review of existing EDINA services requirements and from new services.

Forward planning of between six months and one year is required to anticipate existing service training and support needs and allow for new service launches. In addition, the post-holder collaborating with Service Development teams plans the integration of usability testing into the development process.

Setting up training workshops involves the organisation of external people and resources at HE and FE centres throughout the UK, as well as internal staff who may be involved.
5. Problem Solving
The main challenges include changing training courses “on the fly” when technical problems occur. This requires problem-solving skills and an ability to smooth over situations in a challenging environment. The post-holder must also solve technical and pedagogical problems in the preparation of training materials.

6. Decision Making
The post-holder works largely on their own initiative and refers for guidance when appropriate to the User Support Manager. The majority of the day to day decisions, do not require upward reference, but are expected to be open to scrutiny and justification. The post-holder makes strategic recommendations to senior managers on a range of training matters. The post-holder delegates certain aspects of training course development to the training assistant and oversees the Helpdesk staff in order to ensure that effective training administration is carried out.

7. Key Contacts/Relationships
The post-holder has regular contact with support staff at institutions in the UK and Ireland, collaborates with colleagues within the JISC Information Environment e.g. Regional Support Centres and liaises regularly with external organisations such as the Historic Scotland and BUFVC. Regular close collaboration with other EDINA staff is essential, e.g. Geo Services staff, the helpdesk team, service delivery programmers and the Multimedia Services Development Officer; these contacts are essential to enhance development of training materials. The post-holder represents EDINA to outside organisations and the FE and HE user community.

8. Knowledge, Skills and Experience Needed for the Job
A good relevant undergraduate degree and a postgraduate degree in information science or a qualification in training are essential for this post as is a current knowledge of pedagogical developments. In addition the post-holder should have at least 3-5 years experience of working in the library and information sector. Other essential skills include: team working; problem solving; excellent communication skills, including technical explanations in non-technical language; multi tasking; working under pressure; staff coaching and training; change management; project management and familiarity with implementing standards. A thorough knowledge of usability testing techniques is desirable.

9. Dimensions
EDINA services are used by over 400 institutions from UK higher and further education with over 400,000 user sessions per year. Subscribers use the services for a number of teaching, research and course work purposes and expect the service to be reliably available round the clock. Subscribers use the services for a number of teaching, research and course work purposes. A professional suite of training modules and intuitive service interfaces are essential to maintain the reputation of EDINA as a national data centre.

The post-holder supervises the work of a part-time training assistant. The post-holder collaborates closely with all members of the EDINA user support team and individual EDINA project officers where appropriate.

The post-holder represents EDINA at national conferences by staffing outreach stands, and professional meetings by taking part in debates/discussion groups.

10. Job Context and any other relevant information
The activities of EDINA and its performance have a high national and international profile.