Role profile for a: Training Consultant	**Salary: £31,797 - £41,228 (DOE)**
Reports to: SHARP Training Services Manager	**Band: D**
Base location: Swindon / Newport / Billingham	

Business Group

Operations

What it's like to work in the SHARP Training Team

We are a friendly, collaborative team who are very supportive to each other. We encourage ideas and creativity and you will be supported to achieve your full potential. In return for your skills and experience, we can offer you flexible and remote working options for a 37hr week (full time) with start and finish times between 8am – 6pm, or part time hours to suit. Our team usually work from home and come into the office once or twice a week (20% of your working time each month). If it helps, there is even flexibility on which office you base yourself from - Swindon, Newport, or Billingham.

For more information on our company benefits, please visit our website.

Key Responsibilities

- Reliable, discerning engagement with the Programme to correctly ascertain training requirements through the Training Needs Analysis and Learning Needs Analysis (TNA/LNA) as directed by the SHARP Training Services Manager.
- Test all new training exercises in training environment for accurate and appropriate results prior to delivery, making corrections as requested with full version control guidelines implemented and maintained, ensuring any changes are communicated.
- Re-design existing UKSBS training material and guidance to reflect the system changes as defined by the Programme and the SHARP Training Services Manager.
- Use software to design and update UKSBS's self-directed training modules.
- Participate in all or elements of the full training cycle as required.
- Develop an appropriate evaluation process to measure learner's feedback, adapt personal contributions to reflect client requirements and provide regular analysis on user experience to the SHARP Training Services Manager.

All activities need to be performed in line with UKSBS strategy and in accordance with defined processes, timetables and agreed service levels in line with UKSBS behavioural expectations

Flexibility may be required to respond to the changing needs of the organisation and the service. You may also be asked to support with ad hoc projects and pieces of work relevant to your role in line with business requirements.

About UKSBS and our team

UKSBS is a public sector shared service centre providing high quality HR, Payroll, Finance, Procurement and IT services and expertise to our partners. We are proud of the part we play in enabling our partners to achieve the best outcomes for the British people and the UK economy.

The SHARP Programme includes the implementation of a single cloud-based Software as a Service (SaaS) product, that will enable UKSBS to deliver HR, Payroll, Finance, Procurement and Reporting services to all of UKRI and to UKSBS as a customer of its own services.

You will be one of several trainers supporting the delivery of systems training to several hundred UKSBS and UKRI client employees through face to face and virtual channels to ensure they are upskilled in their various disciplines and able to support end users from launch date and beyond.

Working initially with our implementation partner IBM, you will be responsible for shaping and delivering HR, Finance and Procurement material to UKSBS's

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own Service Delivery areas in addition to UKRI's Retained functions, for those same disciplines.

We are always looking for talented people who have the passion to do things better for our customers.

Opportunities to learn and develop

We value our employees and recognise the importance of ongoing professional development in enabling you to fulfil your career ambitions, now and in the future.

At any level, we offer the opportunity to widen your skills and experience by applying for other roles within the team and the wider organisation.

Team structure
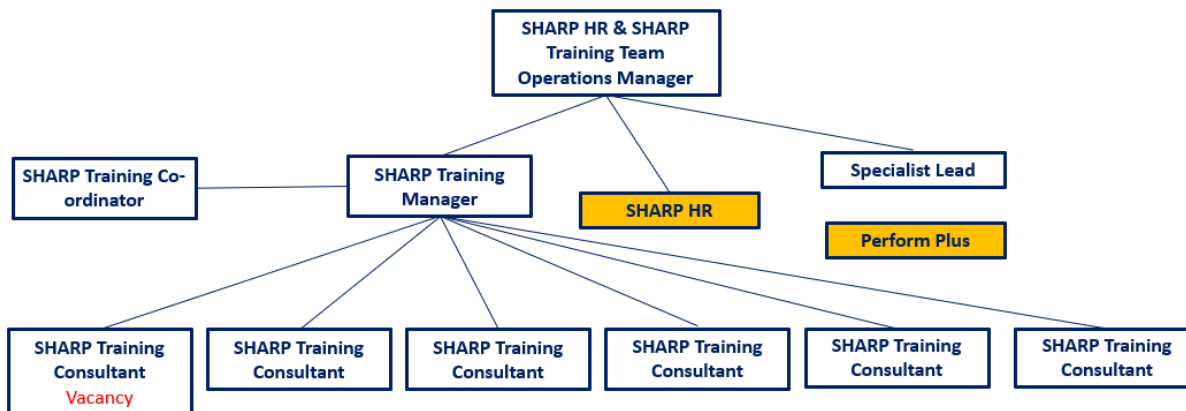
UKSBS Vision, Mission and Values

Our vision is to be the leading UK public sector business services provider, actively sought by public bodies by 2025.

We will achieve this vision by providing high quality and easy to use business services that add value to our partners, so they can focus on achieving the best outcomes for the British people and the UK economy.

Read more about our Vision, Mission and Values

Our Behaviours
- **Be Curious:** Bringing curiosity and constructive challenge to what you
  do and how you do it:
- **Take Action:** Following curiosity through with actionable steps, thinking about how to do things differently
- **Add Value:** Thinking about the value, purpose, quality, and impact of what you do.

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Knowledge, skills and experience needed

Essential:

- Knowledge or experience of working with an Oracle system or similar ERP software (Finance, HR and/or Procurement).
- Proven level of experience in related field of training expertise to groups via classroom and remotely through Zoom/Teams.
- Extremely comfortable and confident using a formal presentation and demonstration platform for delivery.
- Awareness of the Training Cycle and previous experience of participating in some or all elements (including TNA, design, delivery, evaluation, improvement).
- Respectful awareness and appreciation for different Learning Styles– experience of tailoring learning situations to allow for this, to meet the requirements of individuals within a group learning dynamic.
- An effective, committed team player with a penchant for collaboration and a drive to achieve a shared goal.
- Strong, professional interpersonal, communication and facilitation skills with the ability to operate effectively at all levels across the business with stakeholders.
- Continuous Improvement ethos – being an advocate for change.
- Excellent Outlook and Microsoft Office skills, in particular Microsoft Word and PowerPoint.
- High level of accuracy and proofreading skills – perceptive analytical style with particular attention to detail and quality.
- Punctual, with strong time management and ability to work under time-pressured deadlines, juggling multiple priorities and work packages.

Desirable:

- Experience of designing self-directed training offerings through recognised software.
- Knowledge of up to date and best practice training models and theories.
- Knowledge/experience of delivering training to external customers within a Shared Service environment or outsourced business partnership.
- Knowledge of Kirkpatrick Model for evaluation and quality assurance methodology.

What we expect from all our people

- **Ability to communicate** clearly and professionally at all levels (verbal and written formats) whilst showing respect for others
- General knowledge and **experience of business IT systems**, such as MS Office, and a willingness to develop your knowledge
- Ability to **organise and prioritise** your time and your own workload to achieve your goals and objectives within the expected timeframes
- Positively **work with your colleagues** to share knowledge and support each other to achieve common goals and service delivery
- Help to create a **respectful, inclusive workplace** which embraces and values diversity

Equality of opportunity is central to our values and our success.

Our vision is for equality, diversity, and inclusion (ED&I) to be firmly embedded in everything that we do. That means embracing diversity within our workforce and creating a supportive environment where everyone feels valued, able to be themselves, and excel.

We recognise that diversity and an inclusive culture bring the variety of skills, thinking, and experiences that enable our people to shape and realise the ideas that drive improvement across our services.

As a Disability Confident employer, we take positive action to enable and support talented individuals to demonstrate their skills and ability during the application process. We will happily make reasonable adjustments to enable you to demonstrate your talent, so if you need to do things differently, let us know.

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We are UKSBS. We are creating a place where people love to work, a culture where we lead, we change, we deliver and we empower our people to be curious, take action and add value.