Job Title: Digital Change and Skills Officer
Job Grade: Level 4, Zone 1
Salary Range: £40,652 - £46,779

About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because we're not just home to the UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality so that nobody gets left behind. Here's where you can help decide a better future for us all.

A key part of our Digital and Data Services (DDS) department, our Technology Service provides secure, innovative, efficient, and scalable technology solutions and the overall service delivery wrap that empowers our Staff and our Citizens. We are a team of collaborators and knowledge sharers working in an agile, fast-paced environment.

About the Team:

The Technology Adoption Team is a dynamic, cross-disciplinary team built with the purpose of fostering a pro-active digital learning culture while working with our users to solve the business problems of today using our growing productivity toolset.

We relish solving business problems alongside our users, supporting colleagues in finding new and exciting ways to work effectively in Camden's hybrid digital world of work. We develop solutions that work, with our users alongside every step of the way, building their confidence with technology through everything we do. We're always curious, love to experiment and test the latest updates across our cloud-productivity toolset to ensure we're delivering the best value to our users and the citizens of Camden.

About the Role:

We are seeking a Digital Change and Skills Officer to join our Technology Adoption Team within the Digital and Data Services Division. This is a new role designed to create and deliver learning sessions and learning content for our approx. 750 Frontline Workers across multiple departments. It will also work closely with managers in our frontline services to run workshops and showcase the benefits digital transformation can lead to. The role will require a highly motivated individual who is passionate about driving digital change within our organization. The successful candidate will have excellent communication skills, content design skills and be able to work collaboratively to achieve project objectives.

Key Responsibilities for this role include:

- Develop and implement a learning framework for frontline workers across the Technology Adoption Team for our productivity tools offering. Design and deliver learning sessions and learning content to teach basic digital systems such as intranet, learning and development skills platform, accessing HR documents and details on the Oracle HCM system, and using the basics of Microsoft Office.
  - Oversee the delivery of sessions and evaluate their effectiveness in improving digital skills. Building a frontline workers catalogue for use across the team.
  - Provide one-to-one sessions and group sessions to workers and managers.
  - Identify and encourage frontline staff to join our digital champion network to further learning and deeper connection with our digital services.
  - Leading the implementation of an evaluation and impact framework for frontline workers to determine success of training initiatives.
  - Lead the experimenting and testing of new functionality and ways to apply them to support frontline workers across the organisation. Including shift management and other service specific functions.
  - Communicate our self-help content and development opportunities to encourage staff to expand their skills in the use of productivity tools.

- Lead cultural change across our frontline services by working with all key stakeholders to highlight and encourage digital transformation.
  - Design, coordinate and lead workshops with managers and HoS to change the culture within departments to be more open to digital tools and using them.

- o Understand change methodology and apply it to sessions and engagements with managers in departments.
- o Analyse the findings from workshops and engagement sessions to design and implement bespoke and targeted change plans for each department – including handling communications, reward and benefit mechanisms, resistance management and feedback mechanisms.
- o Lead the development of a vibrant and dynamic 'Frontline Digital Champions Network' that supports a learning culture of experimentation and curiosity.
- o Overseeing management and administration of the digital change champion network, including recruitment, onboarding, and tracking of activities.
- o Responsible for the planning and management of engagement events across the Digital Change Champion Network. Coordinating content with relevant stakeholders, both internally and externally.

Including but not limited to training sessions, early access to technology, online challenges, showcasing best practice, practical tips, the annual digital change champion conference.

- • Responsible for the implementation of a framework to coordinate and updating of personas for our frontline workers to inform session development. Tracking success and impact against these personas.
  - o Design, coordinate, lead and undertaking direct user research, including interviews and surveys.
  - o Qualitive and quantitative analysis of the findings from interviews and surveys.
  - o Data analysis of our data to ensure we have identified all frontline targets. Developing impact metrics and evaluation mechanisms to benchmark against the identified personas.
  - o The post holder will be required to use their own initiative and be able to work autonomously to map/understand the needs of and secure buy-in to our digital strategy from different frontline services and key stakeholders.

- • Work as part of a multi-disciplinary team to achieve the objectives of the project.
  - o The post holder must be proactive, organised, driven and have a good attention to detail. They must be responsible and able to hold themselves and others to account appropriately.
  - o Work closely with the project manager and project board to provide and coordinate relevant updates and papers related to culture change and training delivery.
  - o Support and contribute to the smooth running of cross-departmental, multidisciplinary teams to ensure successful delivery of benefits to develop a modern hybrid working environment.

Core skills to achieve these responsibilities include:

- Excellent communication skills and the ability to work collaboratively.
- Demonstrate excellent organisational skills and show a strong eye for detail, accuracy & precision.
- Ability to work closely with and establish positive relationships with stakeholders.
- Experience in designing and delivering training session in a dynamic and engaging way to users in-person and online.
- Experience in designing and delivering workshops and engagement events with business leaders.
- Proficient in understanding different business environments and mapping training to support and enhance.
- Understanding of change methodology and its application to digital adoption initiatives.
- Ability to evaluate the effectiveness of training sessions and recommend improvements.
- Able to develop and execute communication plans targeted to key stakeholders.
- Experience of undertaking simple user research, such as proactive conversations or evaluating reactively through surveys.
- Ability to undertake learning needs analysis against existing tool sets and within specific change projects.
- Confident in uploading and editing content within a Learning Management System (LMS) such as SharePoint.
- Ability to think on your feet and deal with questions in a constantly changing cloud-technology environment.

Desirable skills include:

- Experience in delivering training to Frontline Workers.
- Experience in change management or change leadership.

Technical knowledge and experience

- BSc in relevant discipline, or equivalent industry experience.
- Proficient in designing and facilitating of face to face and online events, workshops and requirements gathering sessions As part of a change methodology such as Prosci.
- Proficient in methods and techniques for creating and delivering effective learning and development, including specifying strategies using modern online resources such as virtual learning environments.
- Proficient in the design of engaging online content within SharePoint
- Proficient in video editing in an appropriate video editing tool e.g Camtasia, Adobe Premier Pro.
- Proficient in Microsoft Office Suite, including Word, Excel, and PowerPoint and other M365 products.

- Experience training on mobile devices, tablets, and desktop PCs usage.
- Familiarity with HR systems, including Oracle HCM.

Work Environment:

This is a hybrid role, and the post holder is expected to demonstrate the power of digital tools to work in a hybrid way. This is to be balanced alongside effectively collaborating with colleagues in our offices.

The post-holder will be required to work in an 'agile' way in line with Camden's move to a paperless and flexible work environment.

People management responsibilities

- No line management responsibilities.

Relationships
- This post reports to the Digital Change and Delivery Lead.
- You will work across the Technology Adoption Team, working closely with the team to coordinate activity.
- Key internal relationships that will need development include, but are not limited to - Organisational Development, Learning and Development, Internal Communications, User Experience, User Access, IT Service Desk.

Over to you
We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?
Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden <u>click here</u>.

Diversity & Inclusion
At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

Agile working
At Camden, we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments
Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would

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like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG,