**Job Profile**

**Job Title: Digital IQ Development Officer**

**Job Grade: Level 3, Zone 2**

**Salary Range: £36,984 - £42,526**

**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.

As part of the Digital and Data Services (DDS) department, the Technology Service team plays a crucial role in Camden's vision of creating a thriving borough. The Technology Adoption team focuses on developing and implementing secure and innovative technology solutions to support the needs of Camden's staff and citizens. This includes leveraging advancements in technology to enhance service delivery, improve efficiency, and drive innovation.

**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.

The team emphasizes collaboration and knowledge sharing, working together in an agile and fast-paced environment. This collaborative approach fosters a culture of learning and innovation, allowing team members to share expertise, ideas, and best practices to drive continuous improvement.

**About the Role**

The role of the Digital IQ Officer is to maintain up to date, functional knowledge of our productivity tools. To identify and develop engaging learning content, delivering this to our users through various channels in an impactful way. The role adds to the team’s overall mission through supporting the development of confidence and our users overall Digital IQ - so they can use tools to solve their daily business problems.

By providing secure, innovative, efficient, and scalable technology solutions, the Technology Service team plays a vital role in empowering both staff and citizens in Camden. Their collaborative and knowledge-sharing approach ensures that Camden remains at the forefront of technology and drives positive change.

# **Key Responsibilities for this role include:**

* Maintain up to date, functional knowledge of our productivity tools offering.
  + Staying ahead of developments by keeping up to date with productivity tool product roadmaps.
  + Researching the use of new functionality and ways to apply them to support the organisations work.
  + Developing confidence by taking part in testing and experimenting with our technologies.
  + Develop and implement new digital initiatives to enhance visibility
  + Engage with target audiences, and drive user interaction.
* Investigate, identify, and select areas of business need to develop learning and training content for users.
  + Including, but not limited to; classroom learning sessions, online learning session, self-help guides, videos and vlogs.
  + Proactively identifying self-help content opportunities, including pre-existing online or those that need development.
  + Troubleshooting problems that arise with our productivity tools with users, escalating when required.
  + Proactively including users in the development of new content when appropriate.
  + Analyse digital data using tools and other data analytics platforms to gain insights into user behaviour, campaign effectiveness, and overall digital performance.
* Communicate our self-help content and development opportunities to encourage staff to expand their skills in the use of productivity tools.
  + Effectively communicate our self-help content, learning sessions and additional opportunities.
  + Proactively updating our learning management system pages.
  + Continuously review materials to ensure they are current and relevant to the tools in use.
  + Collaborate with cross-functional teams to ensure seamless integration.
* Support the development of a dynamic culture of continuous improvement of our staffs Digital IQ.
  + Provide learning support to projects of strategic significance across DDS.
  + Support the implementation of an evaluation and impact framework to determine success of training initiatives.
  + Support the development of a proactive self-help culture.
  + Good understanding of corporate computer security principles
* Key workstreams include:
  + Design and delivery of a new digital induction process
  + Design and delivery of tailored specific training for users based at other offices – Town Hall, Crowndale and others
  + Design and delivery of our digital onboarding process – ‘First 100 Days’ – ensuring starters are confident with our toolset.
  + Supporting the identification of staff who need additional digital training – ‘Essential Digital Skills’ – ensuring they do not feel digitally excluded by lack of confidence.

# **Core skills to achieve these responsibilities include:**

* An active curiosity and desire to experiment and learn new tools.
* Ability to undertake learning needs analysis against existing tool sets and within specific change projects.
* Confident in delivering dynamic and engaging learning content to users in-person and online.
* Ability to think on your feet and deal with questions in a constantly changing cloud-technology environment.
* Ability to develop and edit video and vlog content with appropriate editing tools. (Captivate, Snag It, Camtasia etc.)
* Confident in uploading and editing content within a Learning Management System (LMS) such as SharePoint.
* Experience working in a modern agile delivery environment (Scrum, Kanban etc)
* You will naturally support, and learn, from the people around you, always looking to do things better.

# **Desirable skills include** N/A

### **Technical knowledge and experience**

* BSc in relevant discipline, or equivalent industry experience
* Expert in understanding and using the M365 productivity tools in use in the organisation
* 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 understanding the business environment that the training is to support.

**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 and when training requirements demand in person.

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 IQ Lead.
* Key internal relationships that will need development include, but are not limited to - Organisational Development, Learning and Development. Internal Communications, User Access, and the IT Service Desk.

**Over to you**

We’re ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine our corporate services, 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 click here.

**Diversity & Inclusion**

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click Diversity and Inclusion for more information on our commitment.

**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.

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**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 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,