

Digital Skills Development Officer

Salary Range: £40,911 - £46,453

Grade: L3Z2

Location: 5 Pancras Square, N1C 4AG

Reports to: Digital IQ Lead



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.

You will have a curious nature, keen to resolve problems and able to work on your own initiative and with others to identify creative and innovative solutions.

You will be able to demonstrate relevant experience and knowledge about our core IT technology offer and a commitment to staying informed about emerging technologies will be key.

Your role will be requiring building relationships across corporate, supporting people and supporting communities' services to drive the implementation of and compliance with data standards and improve data literacy.

About you

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.
- Research and develop knowledge of all current and potential accessibility productivity tools.

Investigate, identify, and select areas of business needs 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.
- Identify and resolve accessibility issues in accordance with our IT Accessibility process.

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.
- Offer recommendations on the best tools and methods to use when accessibility testing.

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
- Offer and develop solutions to mitigate the risk of failing accessibility users

Desirable skills include:

Confidant presenter, confidant communicator, willingness to learn

The things you'll achieve

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. (Audiate, 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.
- A strong desire to learn and understand accessibility needs with assistive technology.

Technical knowledge and experience

- BSc in relevant discipline, or equivalent industry experience
- Expert in understanding and using the Office 365 productivity tools in use in the organisation
- Proficient in methods and techniques for creating and delivering effective learning
- Proficient in understanding the business environment that the training is to support.

Other important information...

People management

You will have no direct line management responsibilities.

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. We're flexible and open to discuss work arrangements, depending on service requirements.

Who you will be working with

You'll be under the supervision of the Digital IQ Lead. In specific task, you will report to the Security Operations Manager. You will collaborate closely with the Tech adoption team IT service delivery teams and Camden schools. This collaboration extends to colleagues across our Digital & Data Services.

The application process

We'll hold a formal in-person panel interview.

Who we are

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.

Asking for Adjustments

Camden is committed to making our recruitment practices 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

