

Job Profile

Job Title: Digital IQ Lead (Technology Adoption)

Job Grade: Level 4, Zone 2

Salary Range: £42,687 - £49,515

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:

The role of the Digital IQ Lead is to lead the development of engaging learning content and ensuring the quality of the delivery to our users. Responsible for the development and implementation of frameworks and initiatives that continually support our users and build confidence. The role works with other leads across Technology Adoption to ensure its team is adding effectively to the overall mission of building users Digital IQ.

Key Responsibilities for this role include:

- Develop and implement a framework of learning across the Technology Adoption Team for our productivity tools offering.
 - Ensuring the team stay ahead of developments by keeping up to date with productivity tool product roadmaps.
 - Leading the experimenting and testing of new functionality and ways to apply them to support the organisations work.
- Oversee the development of our 'Digital IQ Learning Catalogue' in line with business needs.
 - Including, but not limited to; classroom learning sessions, online learning session, self-help guides, videos and vlogs.

- Proactively leading the identification of self-help content opportunities, existing online or in need of development.
 - Lead the development of our Learning Management System (SharePoint)
- Providing suitable areas for line-of business application content where appropriate
 - Setting out and developing guidelines, templates, and standards for the Digital IQ team.
 - Ensuring users are included in the development of new content when appropriate.
- Maintaining an annual communications plan.
 - Highlighting our self-help content and initiatives to encourage staff to expand their Digital IQ in the use of productivity tools.
 - Work across the team to build and schedule as appropriate. Highlighting our learning catalogue and additional opportunities
- driving up use and impact.
 - Monitor and schedule the review of existing materials to ensure they are current and relevant.
- Lead the development of a dynamic culture of continuous improvement of our staffs Digital IQ.
 - Liaise with project leads and team managers to identify and prioritise Digital IQ needs on projects or within service teams.
 - Provide learning support to projects of strategic significance across DDS.
 - Develop and implement an evaluation and impact framework to determine success of training initiatives.
 - Lead the development of a proactive self-help culture.
- Testing and establishing innovative and experimental ways of delivery content or supporting our users.
 - Investigating the use of additional third-party tools to support learning.
 - Organising drop-in sessions, roadshows, and using our toolset to explore new modes of delivery.
 - Ensuring the continual improvement of our 'First 100 Days' onboarding and 'Essential Digital Skills' workstreams

Core skills to achieve these responsibilities include:

- Inclusive leadership skills that demonstrate authentic commitment to diversity, challenges the status quo and holds others
- accountable in a respectful yet effective manner.
- Knowledge of the 'Learning and Performance Institutes Guidelines' on best practice
- Coaching and management ability
- Ability to undertake learning needs analysis against existing tool sets and within specific change projects.
- Ability to coach on the development of video and vlog content with appropriate editing tools. (Captivate, Snag It, Camtasia etc.)
- Confident in designing pages within a Learning Management System (LMS) such as SharePoint.
- Experience of stakeholder engagement and management – including the development and execution of communication plans
- 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.
- 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.
- Knowledge of training and learning theories and methods.
- Experience in managing and coaching others.

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.

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

- Line management responsibilities to two Digital IQ Development Officers.

Relationships

- This post reports to the Technology Adoption Manager.
- You will work across the Technology Adoption Team, working closely with the other leads to coordinate activity, build process and plan effectively.
- Key internal relationships that will need development include, but are not limited to - Organisational Development, Learning and Development. Internal Communications, User Experience and specifically 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.

At Camden, you'll receive a host of benefits as well as joining a flexible working employer. Visit 'www.camdenjobs.co.uk/staff-benefits' to see full details of our benefits.

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

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 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, NC1 4AG.