

.....Job Title: Digital IQ Development Officer

Job Grade: Level 3, Zone 2

Salary Range: £34,629 - £40,171

## 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 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.

### 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.
- 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.
- 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.
- 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.
- Key workstreams include:

- 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. (Captive, 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 ServiceOver 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 [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](http://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](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG