

## JOB DESCRIPTION

<b>Job Details:</b>	
<b>Job Title:</b>	Digital Transformation Education Lead
<b>Band:</b>	Rank 4 - Croner
<b>Department:</b>	Education
<b>Directorate:</b>	CSD
<b>Reporting to:</b>	Head of Education & Research / Head of Digital
<b>Responsible for:</b>	N/A
<b>Location</b>	Winsley

### Job Summary / Main Purpose:

This role will drive and enhance the digital transformation work of the Digital and Education teams by applying specialist knowledge and skills in the use of digital tools and technologies with responsibility for:

- development, design and delivery of digital education programmes to increase digital curiosity, literacy and capacity in our workforce
- delivery and advisory on digital transformation projects with education expertise
- curation, development and support of a network of digital champions

The role will draw on a digital, L&D and educational skill set, as well as an understanding of the services and departmental current and future needs to provide an inclusive digital education offer

You will be located with the Education Team and benefit from support from Education and Digital colleagues to:

- Lead digital education across the workforce to develop digital curiosity, knowledge and practical skills across our workforce, aligning to our organisational and departmental strategic objectives
- Establish, embed and deliver a structured programme of training and activities to optimise digital adoption in the organisation utilising one-to-one training and support, drop-ins and collaborative working groups as appropriate
- Facilitate the creation of positive learning environments where staff and volunteer development is encouraged and supported

### Principal Duties and Responsibilities:

As a skilled Digital Educator you will transform the confidence, capability and capacity of our workforce of staff and volunteers to embrace and optimise their use of digital tools and

technologies ultimately to support, enhance and optimise activities and services and maximise their impact.

You will:

- Build training programmes, sessions, support programmes and resources from the initial idea through to planning, implementation, review, and impact and outcomes analysis
- Increase digital confidence across the organisation, working alongside senior managers to understand role requirements as well as team capabilities to enable implementation of appropriate, value adding training and skills programs
- Work with Digital Team colleagues to support staff and volunteers at each phase of improvement or introduction of new and existing tools, co-creating training and guidance to support teams through change
- Develop the Digital Literacy Framework alongside analysis of training needs to ensure skill requirements and needs are understood and met
- Build, train and support a network of digital champions, inspiring and developing relationships with learners at all levels of the organisation
- Integrate wellbeing strategies within all teaching and learning, to address anxiety and other barriers to understanding which can exist alongside knowledge and skill acquisition and new ways of working. An empathic and reassuring approach to support will be required
- Create and curate a bank of digital resources and guides shared in our Learning Hub
- Utilise advanced communication/interpersonal skills within all teaching and presentations to address a range of emotional responses to the learning
- Contribute to the evaluation of teaching and learning, using evidence-based tools to maximise feedback and utilise relevant research to inform practice
- Ensure a proactive presence at relevant hospice meetings, and sharing expertise with internal and external colleagues
- Actively stay informed of Technology and software developments in the hospice and healthcare space
- Recognise any challenges and put measures in place to support good, safe digital practice, such as activity relevant to GDPR, Information Governance and eSafety
- Contribute to policy and service development as required in line with organisation strategic goals
- Remain abreast of the digital developments and communicate, implement/lead changes as appropriate.
- To undertake, any reasonable travelling requirements, in order to fulfil the tasks and responsibilities of the role

### **Contacts**

- Internal and external stakeholders
- External suppliers
- Partnership organisations

### **Special Note**

This job description does not form a part of the contract of employment but indicates how that contract should be performed. The job description will be subject to amendment in the light of experience and in consultation with the post holder.

### **No Smoking Policy**

Dorothy House operates a No Smoking Policy for all staff, volunteers and visitors in relation to promoting health. It applies to the Hospice premises and grounds at Winsley, all Dorothy House shops and when staff are on duty in patients' homes.

### **Confidentiality**

All of the work relating to patients, carers, donors, staff and volunteers and any other information gained are of a confidential nature and must not be communicated to other persons except in the course of duty.

### **Safeguarding**

Dorothy House is committed to promoting the wellbeing of all adults and children who use our services, ensuring that they live a life that is free from harm, abuse and neglect. We work in an open and transparent way and encourage staff, volunteers, patients and families to raise any safeguarding concerns. All staff should ensure that they are aware of their responsibilities and attend the mandatory training as required.

### **Health and Safety at Work Act**

It is the responsibility of all employees to ensure that the requirements of the Health and Safety at Work Act are complied with safe working practices are adhered to and that hazards are observed and reported to the appropriate office.

## **Person Specification**

<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>
Experienced trainer and facilitator, evidenced by a teaching qualification or experience	x	
Experience of designing, delivering and evaluating digital learning and support	x	
M365 knowledge with detailed knowledge of Office 365 suite and/or Power platforms	x	
Experience of implementing digital change and new ways of working, guiding/leading colleagues through a change management process	x	
Experience of cross department collaboration across an organisation including digital groups and end user champions	x	
Excellent written and verbal communication, presentation and report writing skills	x	
Strong understanding of data protection and Information Security		x
Flexible approach to problem solving with experience of recommending best fit digital training solutions		x