Role Overview

The programme requires a Training Manager to lead the training delivery stream as part of the SIS Programme. This role will report to the SIS Programme Director.

Duties and Responsibilities

The duties and responsibilities attaching to the post include but are not restricted to the following:

- Conducts a training needs analysis across the University to provide an understanding of the training required across all functions and roles. This includes defining the skills, knowledge and experience required to enable staff to carry out new ways of working, along with determining the most appropriate delivery channels and overall effort required.
- Develops the training strategy and approach for the SIS Programme, based on industry best practice and using a blended approach to delivery, which should include classroom training, self-managed e-learning, simulations, webex, training manuals, Q&A hubs, 1:1 coaching (and any other channels deemed appropriate).
- Develops bespoke, localised, training plans for each of the functions impacted by the SIS Programme (working closely with the Change Management and Communications Delivery Stream to understand the high-level needs of the users).
- Works collaboratively with the wider SIS Programme team and external vendors during the design and delivery of the training.
- Leads the design, development, delivery and evaluation of both soft skills and technical training material for all DCU audiences (including super user and end user training).
- Leads the design and delivery of train the trainer sessions across the change networks/working groups.
- Establishes post go live support for users of the system.
- Defines the training effectiveness measurement approach and key training performance indicators and monitors throughout the course of the SIS Programme (implementing changes based on ongoing feedback and evaluation).
- Manages any training-related risks, issues and dependencies and managing escalations appropriately.
Responsible for the recruitment and day-to-day line management and professional development of relevant staff associated with the training delivery stream.

**Qualifications and Experience:**

- Educated to degree level, with a relevant professional qualification.
- The equivalent of 5 years' technical training experience in the delivery of end-to-end training programmes for large-scale technology transformations, to a wide range of users.
- A professional qualification from the Chartered Institute of Personnel Development (or equivalent) is an advantage.
- Knowledge and experience of the Higher Education Sector (nationally and/or internationally) is not essential but is desirable.
- Experience of at least two full training lifecycles, from defining the training strategy and performing the training needs analysis, through to the management of the delivery plans and evaluation of the training.
- Ability to operate in an environment with tight deadlines, finite resource and uncertainty.
- Ability to work effectively and collaboratively across a number of different teams and locations.
- Solid understanding of training and development processes, including trends in people development and related digital learning tools (including authoring tools).
- Excellent planning and organisational skills with the ability to manage schedules, deliver to deadlines and prioritise workload.
- Excellent interpersonal skills - takes a consultative approach and is able to build relationships at all levels, up to and including Senior Management level. Strong influencing and negotiating skills.

**Mandatory Training:**

The postholder will be required to undertake the following mandatory compliance training: Orientation, Health & Safety and Data Protection (GDPR). Other training may need to be undertaken when required.