Job Title:	Core Skills – Digital Skills Trainer
Reports to (job title):	Digital Learning & Skills Lead
Line Manager to:	N/A

Job purpose

This is an exciting role within the Non-Clinical Training team, responsible for supporting the design and development of non-clinical learning and development programmes across HCRG Care Group, partners and customers. This role will focus on supporting staff across our organisation in building confidence and competence with digital tools and technologies. You'll be part of a team supporting digital enhancement, ensuring that staff across clinical, administrative, and support services can use essential systems and tools effectively. This is a people-facing role with a strong focus on training delivery, digital inclusion, and user empowerment.

Base

Regional office.

Hybrid working with regional and national travel as required

Key responsibilities

- Facilitate live, engaging training sessions (in-person and online) on digital tools used across healthcare settings including Microsoft 365, EPR systems (e.g., Tableau, SystmOne), e-rostering tools, and digital communication platforms.

- Support digital upskilling and confidence-building among diverse staff (training, clinical, admin, estates, etc.).

- Create accessible, learner-friendly support materials (guides, videos, infographics).

- Support the design, development and delivery of non-clinical learning and development services and interventions, ensuring alignment with best practice and adult learning principles, using a range of delivery methodologies

- Support the delivery of professional development initiatives, provision and portfolios

- Maintain knowledge of current trends, best practice and standards in non-clinical workforce training, education and development

- Support training needs analysis as required, to identify demand of learning interventions prior to development.

- Ensure the use of digital learning tools and methodology in line with best practice

- Contribute to the achievement of KPIs in relation to non-clinical training

- Contribute to reports and analysis of information as required.

- Develop support network of digital champions.

- Identify improvement opportunities, contribute to the development of business cases and options appraisals which clearly articulate the case for change

- Ensure that learning interventions are inclusive, accessible, and responsive to diverse workforce needs

- Involvement in relevant non-clinical training projects and programmes of work.

- Involvement in the quality assurance of learning, including branding compliance on training materials.

- Support the scheduling of training interventions to ensure adequate non-clinical training capacity is provided to the business and customers

- Personal commitment to continuous self-development and service improvement

- Help develop and support internal Digital Champions, empowering them to cascade knowledge and build peer-led learning.

Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

Care	Think	Do
• Inspire	• Challenge	• Accountability
• Understand	• Improve	• Involve
• Communicate	• Learn	• Resilience

Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation.

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This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice , NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training

- Reading applicable policies and procedures

- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements

- Ensuring the security and confidentiality of all records and personal information assets

- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines

- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.

- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead

- Adherence to the clear desk/screen policy

- Only using approved equipment for conducting business

Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

Medicines Management Responsibility

Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

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We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a "non-smoking" policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

Equal Opportunities

It is the company's intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

Personal Specification

Essential

- Educated to degree level (or equivalent qualification or experience) in Education, IT, Digital Learning, Education, or Health Informatics.

- Professional Teaching / Training Qualification

- Leadership / Management Qualification (or willingness to work towards)

- Demonstrable understanding of adult learning theory, training needs analysis and evaluation frameworks

- Proficiency in Microsoft 365, as well as other training software.

- Being able to respond proactively to technical issues when training and supporting.

- Proficiency in using Learning Management Systems (LMS)

- Proven track record of developing and delivering high-quality learning programmes that support workforce capability

- Experience of team / collaborative working

- Experience of tailor learning delivery to suit different digital confidence levels.

- Evidence of continuing professional development

- Excellent communication and interpersonal skills

- Excellent facilitation skills

- Knowledge of equality, diversity and inclusion principles in learning design and delivery

- Ability to work independently / manage own time efficiently

- Advanced IT skills and proficiency including experience and confidence in using IT systems and applications including Microsoft Office suite, Canva and/or Articulate Rise

- Management of own workload, processing excellent planning, prioritisation, organisational and time management skills and the ability to plan any travel effectively.

Desirable

- Project Management Qualification

- Coaching Qualification

- Project management skills, with the ability to lead multiple workstreams concurrently

- Experience of developing business cases and improvement plans

- Experience of data analysis and using data analytics tools

- Previous experience and a detailed knowledge of the health and social care workforce and professional training, education and development routes

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- Experience supporting clinical systems or working with frontline clinical staff.

- Understanding of digital inclusion principles, accessibility standards, and data privacy (NHS DSP Toolkit, WCAG 2.1 AA).

- Experience with digital transformation projects or Digital Champions programmesroutes

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HCRG Care Ltd, company number 5466033 registered in England and Wales at The Heath Business and Technical Park, Runcorn, Cheshire WA7 4QX