

Digital Services Coordinator Remit & Person Specification

Three-part remit

User training, support & utilisation

- Create and deliver effective, accessible training and support documentation that meets the needs of all systems users.
- Provide day-to-day support and proactively engineer new solutions to enhance the effectiveness of all digital services

Continuous improvement

- Place user feedback at the heart of service delivery and development, generating insightful research, evaluations and proposals for improvements

Solutions development

- Play a lead role in the continuous improvement of the efficiency and effectiveness of our suite of software by identifying additional ways to save time, reduce cost and increase quality and impact for our staff, mentors and young people.

	Essential	Desirable
Skills & Experience	<p>1+ year experience of high volume customer service or support.</p> <p>Highly effective trainer, able to meet the needs of a diverse range of service users.</p> <p>Highly tech literate, passionate about problem solving.</p>	A tech specific certification or qualification in IT or IT support.
Abilities	<p>Effective communicator, confident presenting to a variety of stakeholders</p> <p>Ability to create training videos with a mix of voiceover, self presentation and screencasting</p>	
Attitude & values	<p>Approachable, patient, proactively helpful</p> <p>Rigorousness, with meticulous attention to detail</p> <p>User-focused</p> <p>A positive, can-do attitude</p>	