**Major Duties:**

* To develop annual training programmes, adapting to the needs of staff and students, the development of new IT services or significant changes and the uptake of new technologies, and providing input to the ISS planning process.
* To proactively support Digital Fluency initiatives across the University, developing an implementation plan for the ISS team.
* To manage the Digital Skills Training team within ISS, taking responsibility for the development and welfare of the individual team members, particularly supporting and mentoring students and those on placement within the team.
* To work with those responsible for developing digital training programmes across the University, offering ‘train the trainer’ support when required.
* As service manager for Digital Skills activities, maintain a quality, fit for purpose training and support provision, including service analysis (review feedback, measure success etc.) and awareness raising of services provided.
* To assist ISS project managers with the development of training and ongoing support plans for new services as part of their project planning (and in preparation for service transition)