



British Embassy
Dubai

Vacancy: Regional IT Trainer – Band 14

Main purpose of the role

Based in Dubai, reporting directly to the regional Head of Learning and Development for MENA/SA, the Regional IT Trainer will work to support the Regional Training Centre (RTC) Network's Strategic Plan by designing and delivering Information and Technology (IT) Training to all staff at posts across the MENA/SA region.

Working closely with HR Learning & Development and IT Training Department, the job holder will deliver and coordinate programmes to improve IT capability across the organisation. The job holder will also work with colleagues in other RTCs and with London to develop training and blended learning.

The job holder will be required to travel extensively (up to 50% of the time) to posts across the region to deliver training, and occasionally to London.

While a high standard of IT competence is expected, the job holder will be expected also to have excellent communication skills and an interest in developing organisational performance through IT. The job holder will receive full training in FCO specific applications including in an induction programme in London.

Duties and Responsibilities:

- > Deliver IT modules in the RTCs portfolio to UK-based and Locally Engaged members of staff at the RTC in Dubai and at other posts across the region as required.
- > Work with colleagues in other RTCs and in London to design and deliver a range of IT courses. These will range from simple Microsoft Office refreshers to bespoke Foreign and Commonwealth Office applications, and will include courses designed to improve productivity through effective use of information and technology.
- > Where appropriate, to deliver certain soft skills courses (e.g. Diversity, Performance Management) to staff at the RTC and posts.
- > Initiate and support learning interventions at posts ie conducting skills gap analysis, designing and delivering IT Training and evaluating effectiveness of training.

- > Manage a budget regionally for staff to take bespoke IT training, and ensure that training provided fits in with the training strategy.
- > Share best practice with other Regional IT Trainers and the I &TD Training Team on the practical issues involving the RTC network.
- > Deliver feedback to stakeholders i.e. Heads of Mission, Deputy Heads of Mission, Senior Management Officers, and Training Liaison Officers on common themes and staff concerns identified in post training visits and propose learning solutions, if necessary.

Requirements

- > A proven interest in delivering IT-related training, likely to be demonstrated by at least two years of working experience in delivering IT-related training and/or formal IT/training qualifications.
- > Experience in delivering soft skills training will be an advantage.
- > Knowledgeable and competent in Microsoft Office Packages, common IT applications and systems.
- > A proven ability in conducting needs assessment, curriculum development and design, training programme facilitation will be a clear advantage.
- > Good communication and interpersonal skills; able to communicate clearly and effectively in English.
- > Good organisational, planning, training and presentation skills.
- > Self-motivated, independent, and effective team player.
- > Strong knowledge of communications practices, principles and procedures for both on-site and virtual presentations.

This is a challenging job working with a busy team and the suitable candidate should be:

- > A team player who is capable of working on their own initiative and who is adaptable
- > Excellent interpersonal skills
- > Excellent customer care skills
- > Proven organisational ability with numerical aptitude
- > Have strong IT skills and literacy in Microsoft office packages (MS Word, Excel, PowerPoint, and Outlook).
- > Fluent in spoken and written English

Key Competencies

- > Delivering Results
- > Customer Focus
- > Communicating and Influencing
- > Problem Solving and Judgement
- > Working with others

Conditioned working hours are 37 hours per week

Standard working hours: 7.30am to 2.30pm Sunday to Thursday, with flexible starting and finishing times. This is subject to review.

Salary: Dhs 10,311 /month inclusive of allowances. Spouses of UK based staff should be aware that their salaries will be abated. Please contact HR manager for more information.

To Apply:

Current CV and a cover letter addressing the key selection criteria should be submitted in a .doc (word) file format by MS Office 1997 -2003, to dubaivacancies@fco.gov.uk. Please note in the subject line of your email "Regional IT Trainer"

All candidates will be subject to background checks and security clearance.

Only candidates selected for interview will be contacted.

*The British Embassy Dubai is an equal opportunity employer,
dedicated to a diverse workforce.*