

## Job Description

Role Title: Digital & Innovation Adoption learning Lead.

Contract Type: 9-month Fixed term

Hours: 35

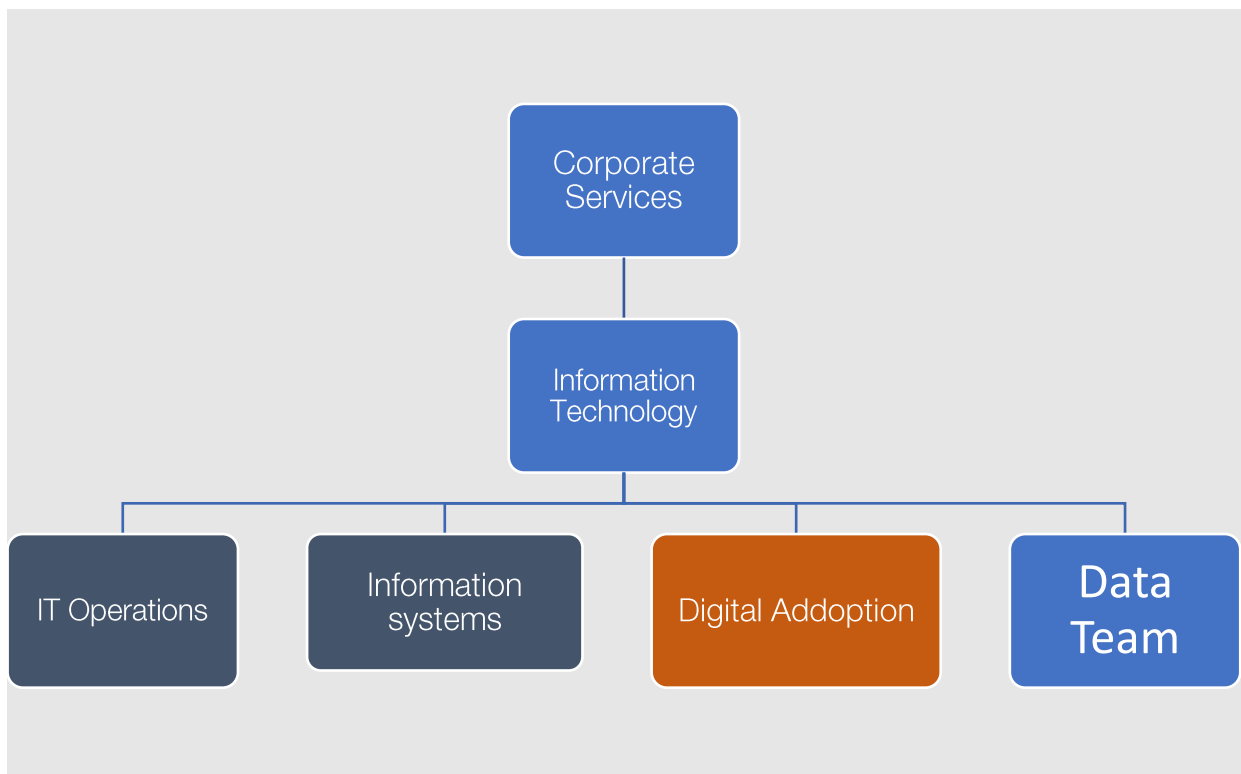
Band: 4

Key Relationships: L&OD, Better Data Change Lead, Internal Communications, Microsoft TSI, QA

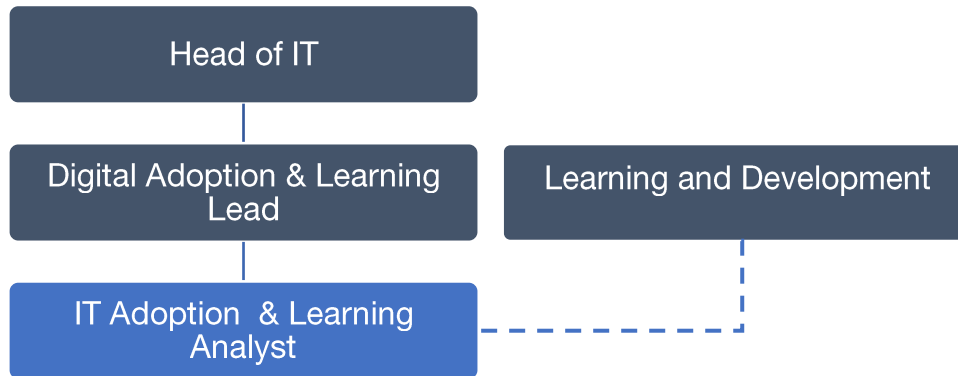
Key focus of the role: Equipping employees with the essential skills to thrive in an ever-evolving data & digital landscape. You will identify digital skills gaps and learning opportunities, develop learning pathways, and curate self-service learning resources for both the internal DUK customer and our external Volunteers and professional customers.

### Directorate and team

This role sits in the [IT](#) in the [Corporate Services Directorate](#)



## Role and reporting Line



All jobs at Diabetes UK are based on our competency framework called the **What-How Framework**. In the following sections we've listed:

- The key activities you'll undertake (**the What**) and
- The skills, knowledge, experience and behaviours you need to be successful in this role (**the How**)

### Key activities – What you need to do

1. Shape the modern workplace strategy, ensuring alignment with organisational goals.
2. Lead the implementation and continuous improvement of modern workplace solutions.
3. Develop communication strategies to ensure effective dissemination of information and engagement.
4. Drive the adoption and utilisation of modern workplace tools and platforms.
5. Foster a culture of self service, collaboration, and seamless communication among colleagues.
6. Identify opportunities to enhance productivity and streamline processes through technology.
7. Leverage data analytics tools, such as Power BI, to derive meaningful insights.
8. Identify trends and patterns to drive continuous improvement in the modern workplace.

### How you need to do it (**the How**)

## Skills

9. Establish a digital academy, and design learning pathways for different job roles.
10. Collaborate with stakeholders to identify opportunities for enhancing the work environment and productivity.
11. Develop and deliver training programmes to empower colleagues in utilising technologies effectively.
12. Create learning resources, including guides, videos, and interactive materials, to support skill development.
13. Drive the use of automation tools, such as Power Automate, to optimise workflows.
14. Collaborate with cross-functional teams to implement productivity-enhancing solutions.
15. Collaborate with stakeholders to develop dashboards and reports for informed decision-making.
16. Provide support and troubleshooting assistance to colleagues for modern workplace technologies.
17. Proactively address user feedback and implement improvements based on user needs.

## Knowledge

1. MS 365
2. Power BI
3. Power platform
4. Learning systems and assets
5. Change Management
6. Project management

## Experience

1. Leading IT Transformation projects
2. Technology Management
3. Product manager
4. Use of technology communication channels
5. Supplier management
6. Managing Projects through entire life cycle

## Behaviours

1. Excellent leadership skills with the ability to inspire and motivate others
2. Exceptional communication and presentation abilities, with a focus on user-centric communication.
3. Passion for innovation and staying updated with the latest trends in the modern workplace.
4. Analytical mindset with the ability to derive insights from data and cross team working
5. Strong knowledge of modern workplace technologies, including collaboration tools, automation, and data analytics.
6. Proven experience in driving modern workplace transformation initiatives.
7. Experience in developing and delivering training programmes.

**Qualifications/professional membership (if applicable):**

Bachelor's degree in a relevant field e.g. Information Technology, change management, or equivalent experience such as Technology transformation

- [Microsoft Office Specialist](#) or possessing prerequisite certifications or experience (in Word, Excel, PowerPoint, Outlook and SharePoint)
- [Microsoft Certified Trainer](#) or possessing prerequisite certifications or experience leading lead to this
- Ability to use Azure DevOps to log and track work
- Certification(s) in change management

Desirable

- Experience or knowledge of LMS systems.
- Power BI, Power Automate, Power Virtual Agents
- Freshwork's 'FreshService' service desk
- Business Analyst qualifications