



University of
East London

Pioneering Futures since 1898



Your job title:

Training Lead: SRS Transformation Programme



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We're delighted that you're considering joining us on our journey to deliver *Vision 2028*.

Think all employers are the same? Think Again.

At the University of East London, we're not just another employer. We're a careers-first, values-driven institution with a bold mission to tackle inequality and prepare for the future. Together, we're building a truly inclusive and future-ready university, one that empowers our students and communities to make a lasting impact.

With a proud 125-year heritage, we've always looked forward, not back. Through Vision 2028, our 10-year strategic plan, we're investing in cutting-edge learning spaces, digital innovation, and exceptional people like you.





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We are UEL

Our *institution*

The University of East London is a careers-first university. We prepare our students for the jobs of the future and have been doing this proudly for 125 years.

40,000 students represent over 160 different nationalities from across the globe.

1,800+ colleagues who help us realise Vision 2028, our strategic plan.

5 schools changing the face of education to match the ongoing fundamental shift in working cultures.

Our *difference*

1st in London for Student Experience (National Student Survey 2024).

3rd in London for Teaching Satisfaction (Guardian University Guide 2025).

1st in the UK for addressing inequalities and 2nd in the world (the Times Higher Education Global Impact Ranking, 2020).

92% of our research is recognised as world-leading, internationally excellent, or internationally recognised (REF 2021).

Our *transformation*

We're in the midst of an ambitious transformation under our Vision 2028 strategy, evolving from a traditional university into a careers-first, innovation-driven institution. As England's fastest-rising university for career success, we've embedded employability and enterprise at the heart of learning and now rank second in the UK for student entrepreneurship. Our research and enterprise activity now contributes more than £1 billion annually to the UK economy, with graduate-led business survival rates soaring by over 1000% in recent years.

We're redefining how students and staff experience university life by actively evolving, combining social inclusion, innovation, and real-world impact. The role you're applying for will play a key part in shaping the next chapter of that journey.



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Working at the University of East London

At the University of East London, we foster a professional, positive, and inclusive work environment built on shared values of Passion, Inclusion, and Courage. Our culture is collaborative and innovative, empowering staff to think differently, make an impact, and contribute to our ambitious Vision 2028 strategy. We are proud to be one of the most diverse universities in the UK, with a strong commitment to staff wellbeing, flexible working, and creating spaces that encourage creativity and growth.

We offer a comprehensive and competitive benefits package through our unique Total Reward Deal, which goes beyond salary to include progressive policies on annual leave, health and wellbeing, career development, and flexible working. Our goal is to ensure every colleague feels valued, supported, and equipped to succeed.

By joining UEL, you'll be part of a dynamic community that shares success, invests in people, and strives to make a real difference in the lives of our students and the communities we serve.

Our *Values*

Passion

We bring energy, pride, and purpose to everything we do. We care deeply about our work, the people we serve, and the impact we make – and we always strive to be better.

Inclusion

We create an environment where everyone belongs, feels respected, and can contribute fully. Our differences make us better, and fairness guides how we treat one another.

Courage

We act with integrity and confidence, even when it's difficult. We challenge ourselves to improve, embrace change, and do what's right to build a better future.



Job Description

Training Lead: SRS Transformation Programme

School/Service:	IT Services
Grade:	F
Location:	Docklands Campus
Reporting to:	Digital Adoption & Engagement Team Lead
Line management for:	N/A
Key internal relationships	SRS Transformation Team, other staff and students
Key external relationships	Various external organisations
Contract type and hours	12 month fixed term contract, full time

BRIEF OVERVIEW OF IT SERVICES

UEL IT Services is a centralised resource working collaboratively with the University community to transform UEL's digital landscape in line with the University's Vision 2028 strategic plan. Engaging in ground-breaking initiatives delivered within a dynamically developing cloud environment, IT Services work closely with staff, students, partners, and other key stakeholders to identify technological enhancements to our learning and working environments. We implement, develop, and provide support for systems and services within the University's IT Service Portfolio

JOB PURPOSE

UEL is embarking on a milestone change: the introduction of Ellucian Banner, a new student records system that will transform how we support students, from application through to graduation.

To help deliver that change we need a training lead who will design, develop and deliver training for staff and students on the Banner system, create engaging course content, publish clear, accessible user guides, and equip people with the skills to maximise Banner's functionality.

Working alongside colleagues in the programme team and wider university, you will play a key role in unlocking Banner's potential and enhancing the student experience at UEL.

We also intend to recruit training support roles and will expect the Training Lead to coordinate the work of these people (the recruitment of these roles will be staggered to account for programme delivery timescales).

KEY DUTIES AND RESPONSIBILITIES

- Lead the training workstream for the SRS Transformation Programme, working closely with the Change Lead to ensure training activities are aligned with the overall change and engagement strategy.
- Report to the Digital Adoption and Engagement Team Lead and work closely with the SRS Transformation Programme Change Lead for day-to-day prioritisation and planning of training activities, while collaborating across programme workstreams to ensure a holistic approach to delivery.
- Supervise training officers in the SRS TP, providing clear direction, coaching, and quality assurance to ensure consistent training delivery.
- Develop and maintain the training plan, working alongside the Change Lead on an overall training strategy and roadmap.
- Oversee training needs analysis across stakeholder groups, identifying capability gaps, role-specific learning requirements, and priority areas for intervention.
- Coordinate the design and delivery of training solutions including clear and user-friendly resource materials, documentation, instructional videos, eLearning packages and other support mechanisms for digital training.
- Coordinate with business analysts, process owners and technical teams to ensure training materials reflect processes being introduced or changed as part of the transformation programme.
- Support post-go-live hypercare activities including drop in sessions, refresher training, and just-in-time learning resources to reinforce adoption.
- Ensure accessibility and inclusivity in all training formats, applying universal design principles and offering alternative formats where needed.
- Devise and administer appropriate monitoring, evaluation and review processes to effectively record the delivery of digital capability training.
- Learn and maintain a competent and up-to-date knowledge of UEL's use of Ellucian Banner and related software (eg Microsoft Dynamics).
- Apply specialist knowledge to develop digital competencies and standards in collaboration with colleagues.
- Become the dedicated digital liaison between the SRS Transformation Programme Team and the Digital Adoption & Engagement Team. Acting as first point of contact for SRS Transformation Programme training requests.
- Work with external suppliers & agencies to provide learning materials, training and assessment.
- Work to agreed performance standards, deliver within agreed response times and continuously seek to improve working practices and service.
- Deliver scheduled instructor led training sessions using structured course material, multimedia, computer-based methods and other tools as required.

- Keep up to date with national & international developments, emerging trends in IT systems, training and educational technology by attending seminars, joining communities of practice, professional networks and benchmarking against best practice with other universities.
- Build strong relationships with key stakeholders in the University to acquire knowledge and understanding; gain support and co-operation, build trust and contribute towards improved relationships across the organisation.
- Enable the smooth transition of project work into business as usual.

Other

- Engage in personal continuing professional development, keeping in touch with impending changes in the law and best practice, both within the Higher Education sector and externally.
- Undertake other such duties, at any location, as assigned by the Digital Adoption & Engagement Team Lead or SRS Transformation Programme Change Lead.
- To work in accordance with our University's equality and diversity policies.

The duties and responsibilities outlined provide a general overview of the range of tasks that this role may be required to perform; however, it isn't exhaustive. You may occasionally be asked to take on other duties in line with your grade as we continue to grow and evolve.

We're proud of our diverse and inclusive community and we ask all colleagues to uphold all UEL policies and regulations. Employees should actively demonstrate our values and contribute to UEL's positive, forward-looking culture.



PERSONAL SPECIFICATION

The University's core [values](#) are **Passion, Inclusion, and Courage**, and they are at the root of everything we do, and everyone in our community is expected to demonstrate them.

At the University of East London, our [values](#) of Passion, Inclusion, and Courage guide our actions, from strategic decisions to day-to-day interactions with students and each other. Our values are rooted in our history, heritage, and character, and they help to ensure the University is a rewarding, welcoming, and inspiring place to work.

The table below outlines the essential and desirable criteria required to perform the role effectively. Candidates will be shortlisted based on how closely they meet these criteria.

Category	Essential Criteria	Desirable Criteria
Education & Qualifications	• Degree or higher qualification or professional qualification • Training and/or teaching experience in the IT/Digital skills subject	• PGCE or equivalent teaching qualification • Microsoft, or equivalent certification • ITIL V3 Foundation
Experience & Knowledge	• Experience of working in a Digital skills / IT trainer role • Experience of using Student Records Systems, CRM Systems, IT applications, including MS Office and SharePoint, digital content creation packages • Experience of creating training content including instructional videos, guides and e-learning courses • Experience of delivering IT training to diverse groups • Be able to assess and identify individual and/or group training needs • Proven ability to convert information into actionable insights • Knowledge and experience of process optimisation, data and insights.	• Knowledge and understanding of working within Centre of Excellence operations. • Previous relevant experience working in a UK HE Institution or similar environment. • Demonstrable experience of using technical, marketing or customer service functions of a CRM • Experience in developing e-learning packages using Articulate360 or similar

	• Understanding systems and processes at a high level to communicate to others. • Experience of planning, prioritising and organising your own work or resources and proactively working with others to achieve team objectives • Ability to create informative and useful documentation in line with PMO templates and governance framework • Experience of using initiative and creativity to resolve problems, identifying practical and suitable solutions	
Skills & Abilities	• Be able to assess and identify individual and/or group training needs • Ability to establish and maintain links with academic, work colleagues & suppliers • Excellent oral and written communication skills with a natural ability to comfortably engage, motivate and interact with diverse audiences • Ability to receive, understand and convey information that needs careful explanation or interpretation e.g. procedures or regulations • Ability to write user manuals, documentation and reports • Ability to work within a team following direction as required to keep a workloads on track • Ability to work alone on assigned workstreams, to deliver in line with the agreed time, cost, and quality tolerances	• The ability to develop innovative training delivery methods or adapt existing methods to best suit audience based on required and experience
Other Competencies	• Commitment to and understanding of equality and diversity issues within a diverse and multicultural environment • Commitment to building and ensuring a good reputation for UEL in all aspects of IT Services business with both internal and external clients.	• N/A

FURTHER INFORMATION

UEL is an inclusive equal opportunities employer and is proud of our Equality, Diversity and Inclusivity achievements. We expect all employees of UEL to accept our EDI policy and will not tolerate discrimination in any form. As an employee of UEL, we expect you to follow all relevant Health & Safety policies.

We're a disability confident employer and value all applications. Please let us know if you require any reasonable accommodations throughout the recruitment process.

DISCLOSURE AND BARRING SERVICE (DBS)

Some roles at UEL may require a Disclosure and Barring Service (DBS) check under the Rehabilitation of Offenders Act (Exceptions Order) 1975. Where this applies, candidates will be informed during the recruitment process.

Last Update: DD/MM/YYYY



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Join us on our *journey*

