



## JOB DESCRIPTION

# IT Trainer – Bristol

## ABOUT US

RPC is a dynamic, collaborative and commercial law firm. We love our work, but we love our clients more. Those clients are often household names, many of our lawyers are market leaders, and by investing in long-term relationships together we achieve award-winning results.

Headquartered in London and with offices in Bristol, Hong Kong and Singapore, we support our clients globally, both through our own offices and by collaborating with leading law firm networks. We are big enough to handle the most complex matters, and agile enough to adapt quickly to the opportunities and challenges our clients face. Through our commitment to and focus on five strategic areas of importance – Commercial & Financial Disputes, Insurance, Regulatory, Retail & Consumer and Technology & Media – complemented by a wide variety of practice areas, our revenue increased by 43% in the last three years.

That commercial success is reinforced by our unique culture. Clients and recruits are often surprised by just how different – how approachable – we are. We hire people with personality and invest heavily in their professional development and wellbeing. Every person at RPC should feel valued, respected and free to be themselves. And we want to help everyone achieve their ambitions – our clients as much as our people.

## DIVERSITY, EQUITY, INCLUSION & BELONGING

We are problem solvers. Whether in front of clients or behind the scenes. To solve problems creatively for clients, we need diverse collaborative thinking; drawing on different experiences, backgrounds and perspectives. That means that everyone who either applies to, or works for, the firm is treated equitably. We believe in removing barriers to equal access not least because our people define us and define what we do.

If you need support and adjustments to do your best work, whether that's during the recruitment process or throughout your time at RPC, we're here to help.

[rpc.co.uk](http://rpc.co.uk)



[www.linkedin.com/company/reynolds-porter-chamberlain-rpc](https://www.linkedin.com/company/reynolds-porter-chamberlain-rpc)



[twitter.com/rpclaw](https://twitter.com/rpclaw)

## **ROLE OVERVIEW**

### **The role**

The role of IT Trainer is focused on designing and delivering learning on the firm-wide IT systems using a variety of methods including trainer led virtual and in person group sessions, self-directed learning, one-to-one coaching and tipsheets.

The role will also help to shape the IT learning component of firmwide IT projects.

This role will be based in our growing Bristol office and will involve IT learning delivery to all RPC's offices (Bristol; London; Hong Kong and Singapore).

### **Key internal relationships**

- IT Learning Manager
- Associate Director Learning & Development
- Learning & Development Team
- IT Team Leads

### **Reports to**

- IT Learning Manager

### **Duties and Responsibilities include but not are limited to the following:**

- Design and deliver Induction IT learning sessions to new joiners to the Firm on standard and customised applications
- Lead in the delivery of an engaging and interactive, scenario-based IT learning curriculum
- Provide IT learning to all global offices in-person when needed or using remote IT learning delivery tools
- Travel between our Bristol and London offices and to our offices in Asia as needed to deliver IT learning
- Design, create and maintain high quality interactive and engaging learning materials, including self-directed learning content
- Work alongside SMEs and stakeholders across the Firm to identify learning needs and develop effective learning solutions
- Analyse the quality and effectiveness of learning delivered using assessment and feedback reports

- Accurately record all IT learning activity to facilitate management reporting on the IT learning function
- Proactively identify and pursue learning opportunities arising from queries raised to the IT Service desk
- Generate ideas for sessions to be added to the IT Learning Curriculum to keep content relevant and engaging
- Undertake administrative tasks to support the generation of management information reports
- Add sessions and update attendance in the LXP
- Log queries from users in the Firms ITSM tool

### **Knowledge, skills and experience**

- At least two years' experience providing IT learning in a legal or professional services environment
- In depth knowledge of Microsoft products
- Excellent understanding of the technologies used in the legal profession in particular, Document Management Systems (iManage); Knowledge of time recording systems (Aderant Expert Time); Contact Management Systems (InterAction); Digital Dictation (BigHand); Apple iPhones and iOS
- Proven track record in design and production of self-directed learning content (using Articulate, Camtasia or similar)
- Excellent verbal, written and presentational skills with an ability to flex tone to suit audience
- An eye for detail, aiding the production of articulate, accurate, succinct learning material for users
- Experience of delivering learning for significant IT projects

### **Attributes**

- Engages with our Culture, commits to our Values, and participates in activities to support them
- Laser like focus on the delivery of exceptional client service to the Firm's users, show a willingness to 'go the extra mile'
- Committed to developing personal and professional skills through a variety of methods such as training and networking etc.
- Ability to adapt and exhibit flexibility to shifting priorities, adapting plans accordingly
- Exhibit a positive and proactive outlook
- Identify opportunities to enhance our service through continuous improvement

- Actively seek to collaborate with others within the team and beyond to improve our learning offering
- Be a good team-worker, but also be strongly self-motivated
- Exhibit a passion for learning and developing others
- Ability to deliver learning in a confident and knowledgeable manner
- Effective listener
- Analytical with a keen attention to detail
- Ability to empathise with the Firms users to aid excellent service delivery