



IT Trainer and Project Support *London*

The Firm

Devonshires has been based in the City of London for more than 150 years. In addition to our office in the City, we have offices in Leeds, Birmingham and Colchester. We are recognised in Legal 500 and Chambers UK as a medium-sized niche firm, specialising in construction, litigation & dispute resolution, corporate, banking, employment, projects and property law. We deliver our legal services to clients throughout the United Kingdom.

Our client base consists of Registered Providers of social housing and we are ranked as a leading firm for our work in social housing. Over the past few years, we have grown significantly and now have approximately 300 staff and partners with a growing international reach.

The IT Team

We are a small team of 8 delivering IT business services across all four offices for our employees and partners. We pride ourselves on our ability to assist in delivering a quality legal service to all our clients.

As a team we provide support and training to our users, develop internal applications and work closely with third party suppliers. We are constantly looking at how we can improve the user experience and provide our users with the best solutions enabling them to work smarter.

The remote support of our users is a key aspect in our day to day running, due to our agile working we are pragmatic and flexible with our service delivery.

This role represents the ongoing growth of our team and the firm's commitment to developing IT capabilities across Devonshires.

London based the post-holder will be required to attend the office for a minimum of two days' per week (one of which must be a Monday). Travel to other offices may be required but notice will always be given. The firm has embraced agile working and operates an agile working policy for all.

The Opportunity:

This is a hybrid role which comprises two main elements:

- **Traditional training:** New user inductions, application training, project support training, new systems training, advanced Microsoft Office Specialist training, etc.
- **Project Support:** Acting as a liaison between our IT Team and our legal staff you will have a key role in determining user requirements, establishing and improving workflows and processes, evaluating and developing the use of technology products across the firm, as well as providing vital project management and organisational skills to those projects.

This is a fabulous opportunity for the right candidate to shape the role and make it their own. Comprising 60% training and 40% Project Support work, the emphasis is on developing a strong training framework and aligning that with the projects that the role will be supporting.

Main Duties and Responsibilities:

Training and support

- New user inductions: Taking new staff through a full IT induction and creating and presenting material to remediate any deficiencies highlighted at this time.
- Developing training methods and communications channels to improve training efficacy.
- Training: Developing existing staff skills across third party applications (e.g. MS Office), in-house applications (e.g. a document automation utility) and themed topics (e.g. 'Working Remotely'). This will involve approaches including:
 - Creation and presentation of online training documentation/materials
 - Email bulletins/Advisories
 - 1:1 desk-side sessions
 - Group-based classroom sessions
 - Drop-in clinics
 - Multi-session courses
 - Floor Walking
- It is expected that your knowledge of major software products will be superlative. Helpdesk calls that may be escalated to you, could include complex formatting issues within documents or pivot tables within Excel.
- Ensuring through the design and delivery of training, our new joiners and existing staff are able to get the most from the tools at their disposal.
- Working closely with our internal development team to deliver a structured training plan for our bespoke applications, including keeping up to date with new versions and releases, and documentation.

Project Support

We use a variety of applications; mainstream productivity applications, 3rd party legal sector specific and in-house developed in response to business needs. A key part of this role involves:

- Project and change management: Acting as PMO on some projects
- Creation and maintenance of project documents: PIDs, risk assessments, RACI charts, timelines, evaluation matrixes, use cases, etc.
- Translating business requirements into specifications
- Working with the legal staff to determine how they work and develop process maps and workflows
- Helping with projects in areas such as user acceptance testing and product design/deployment.
- Establishing how technologies can assist/enable/improve business processes
- Being the voice of the user and establishing the training solutions for staff on new products and upgrades.
- Assist with user acceptance testing and software development and procurement projects.

The above list is not exhaustive. We operate a small IT team and all members support each other at busy times, regardless of formal job spec.

Software

This is not an exhaustive list.

- Microsoft Office 365 (necessary)
- Good working knowledge of MS Team

- Microsoft Windows 10 (necessary)
- iManage Work / Filesite / iManageshare
- Tikit Partner for Windows
- Remote Access Technologies (VPN, Remote Desktop)
- Digital Dictation (BigHand), Legal Forms (Oyez)
- Legal signing software DocuSign / Infotrack

Person Specification

Essential skills

- Minimum of 5 A-C grades at GCSE or equivalent including grade B in English Language, Literature & Maths;
- Microsoft Office Specialist Skills;
- Skilled IT trainer with experience of training at all levels and understanding of the 3 learning styles;
- Experience of business process modelling, use cases and case modelling;
- Good time management skills with the ability to prioritise workload, to have a flexible approach to ensure all deadline are met;
- Must be able to work as part of a team and possess excellent communication skills;
- A high attention to detail to produce work/documentation which is consistently of a high standard;
- An enthusiastic personality with a service orientated approach.

Desirable skills

- Degree qualified;
- Microsoft Office Specialist Expert Certification
- At least two years of experience achieved within a similar professional working environment;
- Qualifications in IT Training: e.g. ECDL, Certificate/Diploma in IT skills, Certificate/Diploma in Learning and Development Practice, MS Office Specialist certification;
- Degree in Business Information Systems, Business Management, Computing and systems development or Computer Science.

Familiarity with the conveyancing process. Able to recognise the importance of utilising automation when undertaking large property transactions, including Land Registry documentation and Local Authority searches.

If you would like further details or wish to apply for this position please email your CV and covering letter direct to support.recruit@devonshires.co.uk and complete the diversity monitoring questionnaire which can be accessed by [clicking here](#).

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