
Your job

Job Title: LCS System & Partnership Training Lead

Service: Children's Services - QAPDU

Grade: G8

Reporting to: QA Manager

The LCS System & Partnership Training Lead will be responsible for the design and delivery of end user systems training to our children's teams and partners in the use of LCS/EHM and Single view, Children's Portal, and any new adopted modules/changes, including production and maintenance of materials and organisation of sessions.

You will work closely with colleagues across different service areas to enhance the provision of the children's services and develop the systems which they use, to ensure they are embracing the use of digital technology to deliver best in class care.

You will be part of the Quality Assurance & Practice Development Unit and promote best practice and quality input across our LCS/EHM systems to enable our Social Care and Family Help teams and wider partners to support children, young people, and their families. You will deliver system training programmes to Childrens Services Internal Teams as well as our wider partners. You will work closely with the Service Lead for Transformation & Performance on the delivery of all digital improvement work as required, as well as colleagues from across Digital, Data and ICT Teams. You will be a key member of the team, ensuring that the training programme is delivered effectively and on time for system development, as well as developing refresher training and masterclasses for existing users to strengthen their existing system knowledge and usage. You will be responsible for guaranteeing all users have attended suitable training, as well as provide follow up visits to users and teams to maintain the adoption of best practice.

You will design and finalise training materials, such as manuals, video learning and lesson plans, with guided input from IT Application Support.

The team works in an agile way, and you will liaise and work closely with colleagues across the council and work with a range of internal and external partners. You will provide enthusiastic, positive leadership in addition to supporting colleagues within Digital & Data.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (UKGDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

In the next 12 months, you will:

- Support the introduction of the Families First (FF) Reforms across Children's Services.
- Develop specialised IT and digital support to manage unified service delivery ahead of the March 2027 full implementation of the FF reforms.
- Support the unification of Family Help Records to ensure the software merges from separate tracks for targeted Early Help and Section 17 "Children in Need" into a single cohesive case management view.
- Help support the use of the single assessment and plan.
- Provide specific training sessions for staff and managers to ensure confidence in the use of systems.

On an ongoing basis you will:

- Support, develop and champion the use of the Liquid Logic Systems in line with Children's Services statutory duties across council services, schools, and partners including completing operational changes to the systems as required to fulfil this duty.

- Provide effective engagement and relationship management to ensure that our social workers, family help practitioners and partners are fully embracing the use of the Liquid Logic systems to deliver and meet our strategic goals and objectives.
- Co-ordinate, develop and finalise LCS training programmes in conjunction with the overall LCS Case management systems and portals to aid, continued system development.
- Deliver LCS case management systems training to individuals and groups in formal (e.g., classroom), informal (e.g., floor-walking, drop in's, workshops) or e-learning) settings as suitable and appropriate.
- Carry out training needs analysis and a gap analysis for existing users to create a refresher training plan.
- Evaluate the effectiveness of the training programmes and learning outcomes, reporting findings to the Digital Improvements Manager/Service Lead, and presenting a redesign path.
- Design, create and update any new or existing training programmes with course materials such as documents, manuals, exercises, videos, and promotional material as needed for all training.
- Support and coach learners using the Liquid Logic LCS System and portals with any development areas required by Project/Service leads.
- Prepare the learning environment and resources, including maintenance and creation of the training system data ahead of training dates.
- Provide updates and reports on progress and issues to the Digital Improvements Manager/Service Lead

In this job you will need:

You must be able to demonstrate the following essential requirements:

- A professional qualification or an equivalent level of experience in case management systems relevant to the role.
- A formal trainer qualification or experience in delivering training to users, either systems or business practice related.
- Working knowledge of the LCS framework and safeguarding legislation including the Children Act and Working Together.
- Practical experience of supporting practitioners working under the Social Care Framework in the initiation and management of LCS and Portals.
- A wide range of work experience within Children's Services and can demonstrate evidence of continual professional and personal development.

- A good working knowledge of safeguarding thresholds and can provide practical advice to individuals and groups.
- Experience and knowledge of the Childrens Social Care, ideally Liquid Logic systems and proven ability and confidence in using the systems.
- Understanding of Childrens Social Care Practice models and business processes and the ability to develop the LCS System to improve quality and practice.
- An ability to initiate system changes at short notice in line with GDPR and Social Care practice.
- A keen interest in system solutions and experience of identifying leading practice for the benefit of service development and understands the challenges and opportunities facing local government.
- Strong organisational skills to contribute and deliver user training.
- Excellent interpersonal and communication skills, both written and oral, and can communicate confidently with staff, senior managers, and partners, working constructively with them to meet shared goals.
- Experience of writing documents and briefing notes for a wide range of audiences and can produce clear and concise outline learning materials.
- A proactive and flexible approach, ensuring information is updated and circulated accordingly.
- Ability to manage others in training groups including third party partners and use of influence and persuasion skills to form productive engaged system users.
- Excellent IT skills and knowledge of Microsoft Office applications including PowerPoint, Word, and Excel.

Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

Be Positive	“ Take pride in all that you do and support and develop yourself and others. ”
Be Accountable	“ Be responsible for making things better, enabling change and supporting improvement. ”
Be Courageous	“ Be open to doing things differently and working collaboratively with others. ”
Be Kind	“ Be helpful, generous and thoughtful towards yourself and others. ”