Job Description

Be #AmazingatAvante

Digital Adoption and Training Officer – Quality Department

Job Description

Position	Digital Adoption and Training Officer
Reporting to	Project Delivery Manager
Responsible for	None

Job Context	Avante Care & Support provides residential and domiciliary care services to 1000+ residents and service users in London and Kent.
Job Location	The role involves hybrid working (from head office, our care services and from home).
Job Summary	This role supports the successful implementation and integration of operational digital systems and projects across Avante Care and Support. Acting as a subject matter expert, the postholder will work closely with the Project Delivery Manager to embed change, promote system adoption, and ensure technology is used effectively across all services. Key responsibilities include coordinating and delivering training, developing user-focused guidance, and using staff feedback to drive continuous improvement. Regular travel to care homes and services is required.

Main Responsibilities:

Project and Systems Support
- **Support the planning, rollout, testing, and review of digital and operational projects.**
- **Act as a point of contact for feedback and escalate system issues as needed.**
- **Develop in-depth knowledge of key systems (e.g., Nourish, Camascope, PainChek) and promote confident use among staff.**

Training and Learning
- **Deliver tailored training sessions in person and online, both 1:1 and in groups.**
- **Create and maintain accessible training resources for a range of learners.**
- **Identify and respond to training needs through monitoring and feedback.**
- **Support consistent digital onboarding for new starters.**

Communication and Change Management
- **Lead the communication of digital updates and system changes clearly and effectively.**
- **Adapt messaging to suit different audiences using the most appropriate channels.**
- **Help staff feel informed, supported, and confident throughout periods of change.**

Continuous Improvement and Process Development
- **Document and review operational processes to identify opportunities for digital enhancement.**
- **Gather and use staff feedback and system usage data to shape improvements and training.**
- **Continuously evaluate and improve training and communication approaches.**
- **Stay informed about new features, updates, and best practices in the care technology sector.**

General and Collaborative Working
- **Work closely with the Project Delivery Manager, Registered Managers, and other key stakeholders.**
- **Foster a positive digital culture that supports learning, engagement, and innovation.**
- **Build strong working relationships with internal teams and external technology partners.**
- **Travel to all Avante care homes and services is required; reliable transport is essential**

Please note

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Person Specifications

Essential	Desirable
• Confident communicator with strong written and verbal skills. • Ability to learn new systems quickly and support others to do the same. • Well-organised, proactive, and able to manage tasks independently. • Inquisitive mind-set with a desire to improve processes and ways of working. • Friendly, patient, and supportive when working with colleagues. • Willingness to travel across Avante homes and services as needed. • Background in health or social care settings.	• Skilled at creating clear, user-friendly guides and documentation. • Training experience - Experience delivering training or onboarding staff in a system or process. • Understanding of care sector systems (e.g. Nourish, Camascope, PainChek). • Experience in documenting or improving workflows and processes.

Please note: This role is subject to an enhanced Disclosure Barring Check

Continuing Professional Development

Requirement	Example