

DPS Job Description and Person Specification

Job title:	Software Trainer
Department:	Training
Location:	Enfield – Middlesex
Contract:	Permanent
Hours of work:	9:00 – 5:30pm which includes 1 unpaid hour for lunch
Reporting to:	Training Manager

About Us

DPS Software provide case management software and managed IT solutions to the legal profession. We pride ourselves on building our reputation through our technology and after sales care.

We work hard to remain worthy of the awards we have won and to maintain our good reputation in the marketplace for developing and delivering new technology.

Due to continued expansion, we are excited to be looking for a Software Trainer to join our growing Training team.

Job Purpose

To deliver high quality training for our software to our law firm clients. This will primarily involve training legal cashiers on using our accounting, time recording and billing software but will involve end-user training of our case management software to partners, fee earners and support staff.

Training will typically take place on-site to both new and existing clients which will involve regular travel throughout the UK. You will need to demonstrate a skill and passion for delivering great training as to enable our clients to gain the very best use from our legal software.

Main Duties

1. To provide and deliver training courses for clients particularly focusing on legal practice management software.
2. Preparing and maintaining training materials, to include training schedules, course contents and release notes.
3. Creating bespoke training for both classroom and one-on-one based learning
4. Where necessary provide technical expertise to customers
5. Write clear and concise technical documentation
6. Be involved in the User Acceptance Testing (UAT) of new software releases.

Person specification

The ideal candidate will come from a legal Cashier background, working within a Solicitors office. Experience of training others would be a distinct advantage, and confidence in presentation is vital. We will provide full training for any other required elements of the role.

Essential criteria:

- Experience in a Solicitors officer working in a cashier role
- Knowledge of Solicitors Accounting Rules
- A high standard of personal presentation
- Excellent written and verbal communications skills
- Able to work on own initiative and as part of a team
- Good time management and organisational skills
- Ability to be strong confident yet possess a diplomatic personality
- Ability to deal with clients confidently and patiently at all times
- Exposure to and knowledge of legal software systems
- Flexible and positive approach to duties and working hours
- Being willing and able to travel and stay away from home as necessary

Desirable Criteria:

- Qualifications in ILEX, MOS and/or Tap, or anything similar
- Experience of Legal Cashier/Double entry bookkeeping