

Key information	
Job title	IT Trainer (AI & Innovation)
Department:	IT Service Delivery
Team:	Information Technology
Reports to:	IT Training team lead
Hours:	9:30 am- 5:30 pm

## Why Forsters?

We are renowned for our private wealth and real estate focus, together with our strong corporate and commercial and dispute resolution teams. We work alongside individuals, families and businesses across a wide range of complex matters and situations.

What makes us different is how we build closer connections with our clients to deliver exceptional results. We do it through creating genuine relationships, a sharp focus on what matters to them and the flexibility to adapt our advice to their situation.

When you come through our door, you'll notice how genuinely open, friendly and authentic people are. We work well together because we have fun together. We take your happiness and wellbeing seriously. Here, you are free to express yourself and be the best you can be.

Delivering exceptional results takes on a different meaning at Forsters. For us, it's about being more closely connected to clients, each other and our communities. It's what drives us, them and you forward.

**Forsters: Closer connections. Exceptional results.**



## What sort of work?

This role has been designed to bring the specific training requirements of our AI project to the team, Training both IT and the Business. Bringing with them Project insights on how best to deliver AI training to Forsters. Whilst also covering of the business-as-usual tasks such as IT Inductions.

### Main duties & responsibilities include:

- Partner with the IT team, delivery leads, business analysts and solution architects to assess working practices and support improvements through targeted training
- Support the integration and adoption of new technologies, including generative AI tools such as Microsoft Copilot, into daily working practices
- Collaborate with legal and business services teams to understand workflows, identify inefficiencies and recommend technology-enabled solutions
- Provide one-to-one coaching to improve productivity and effective use of firm-supported systems
- Design, implement and deliver training programmes for existing systems and new technologies, including Microsoft 365, generative AI tools and the IT Induction
- Deliver training in classroom, remote, desk-side and one-to-one formats, tailored to role and user needs
- Create and maintain engaging training materials, user guides and video tutorials using eLearning tools
- Maintain the Learning Management System (LMS), ensuring content and schedules remain current
- Monitor user adoption, gather feedback and refine training programmes and configurations accordingly
- Stay up to date with emerging technologies, AI regulation and Microsoft 365 capabilities to ensure relevant training delivery
- Support course promotion, scheduling, registration tracking and assist with technical queries in collaboration with IT teams

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## Why this team?

We are leaders in our field and you will be part of a team with an outstanding reputation, working with high quality clients on high quality matters delivering exceptional outcomes. We will encourage you to be entrepreneurial, explore ideas and make your mark. We will provide you with the support you need to grow professionally and personally to reach your full potential.

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## What is the environment?

You'll be in an environment of happiness, collaboration and flexibility. We take our work seriously and being happy and having fun is an integral part of that. We work both in and out of the office in Marylebone depending on what's best for our clients, our team, our business and our professional growth.

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## Are we right for you?

We are looking for you to bring your energy and enthusiasm to work every day and to collaborate and work with colleagues as one team, to listen and consider each other. We ask you to take responsibility for your growth and development, share your ideas and let us know what you want to achieve. We are looking for you to get involved in our responsible business activities, pro bono, community and sustainability initiatives.

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## Other skills required:

- Strong experience delivering IT training within a law firm or professional services environment
  - Advanced knowledge of Microsoft 365 applications (Word, Excel, PowerPoint, Outlook, Teams, OneNote, OneDrive)
  - Strong working knowledge of Microsoft 365 Copilot or similar generative AI tools, including prompt engineering techniques
  - Experience with NetDocuments
  - Experience supporting mobile devices and associated applications
  - Experience using eLearning development tools
  - Experience delivering remote training via Teams or similar platforms
  - TAP, Microsoft Certified Trainer (MCT) or equivalent certification
  - Excellent communication, organisational and interpersonal skills, with the ability to work under pressure and adapt to change
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## Equal Opportunities

Forsters LLP is an equal opportunities employer and is committed to ensuring an inclusive and accessible hiring experience for everyone.

We strive to attract and encourage applications from all candidates regardless of their gender, age, race, nationality, marital status, disability, sex, sexual orientation or religious beliefs.

If you require any support or adjustments in the application or hiring process, please let us know.

