Job Description

Job title	Learning and Development Officer
Directorate	BUSINESS : Business Support
Division	Learning and Development
Range	MPR 3
Reports to	Learning & Development Manager

Main purpose of the job:

To work with service leads to analyse, identify and develop learning and development solutions to enable them to meet their service plans.

To commission various learning and development solutions to meet the needs of the individual services and the organisation, whilst remaining in budget.

To work with the L&D Manager to design and deliver the Medway College of Social Care for the Council in order to raise income to cover all the costs associated with the college, including the quality assurance of all training programmes. To Identify innovative approaches to expand the College.

To support the CPD faculties of the Medway Social Care Academy, including the Social Work Student Academy to achieve learning outcomes.

Liaise with stakeholders in a way that promotes the One Medway Council Plan and embeds our values and behaviours.

Accountabilities and outcomes:

Work collaboratively with internal stakeholders to assess and identify training and development needs, and recommend appropriate solutions to support service and organisational objectives.

Commission various learning and development solutions to meet the needs of the individual services and the organisation.

Monitor the effectiveness, attendance and advertising of learning and development programmes, to ensure the desired outcomes are met and the organisation achieves best value for money.

Develop new and innovative approaches to the development of services, working with external partners, when required to broaden development opportunities for employees.

Support the Children and Adults Academy by providing relevant data, resources and administrative oversight to ensure faculties operate effectively and meet their Terms of Reference.

Support the Learning & Development Manager in contributing to the delivery of corporate projects and programmes in order to meet corporate objectives for service improvement and management development.

Maintain accurate financial records through recording all training expenditure and income in the budget sheets and ensuring expenditure remains within approved budgets.

Represent Learning and Development at operational boards to promote learning and development solutions and collaborative working.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

Organisation:

This role reports to the Learning and Development Manager.

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

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The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

Person specification

Qualifications

All criteria at level A should be considered essential requirements.

Level A

- A good standard of education with three GCSE grade 4 or above (or equivalent) to include English and Maths.

Level B (in addition to Level A criteria)

- Willingness to work towards a level 3 qualification in learning and development or HR ie. CIPD Level 3

Level C (in addition to Level A and Level B criteria)

- Level 3 or equivalent qualification in HR or learning and development.

Knowledge

Level A

- An understanding of customer service and how this is applied in a local authority setting
- An understanding of learning and development principles and methodologies
- Awareness of training administration and budget monitoring processes.
- Awareness of equality, diversity and inclusion considerations within learning and development.
- An understanding of GDPR including data collection and reporting requirements.

Level B (in addition to Level A criteria)

- Sound knowledge of learning and development practices, learning needs analysis and evaluation methods.
- Good understanding of commissioning learning solutions and managing relationships with internal and external providers.
- Knowledge of local government learning and development challenges and workforce development requirements.
- Knowledge of performance measures and evaluation techniques used to demonstrate learning impact and value for money.

Level C (in addition to Level A and Level B criteria)

- Advanced understanding of designing, commissioning and evaluating organisation wide development programmes that deliver measurable business outcomes.
- Comprehensive knowledge of learning analytics and evidence based approaches to workforce development.

Experience

Level A

- Experience of working in a customer-focused organisation.
- Experience of supporting training events, development programmes or administrative processes.
- Experience of maintaining records and providing administrative support.
- Experience of working collaboratively with colleagues and customers.

- Experience of producing reports and handling data accurately.
- Experience of supporting projects or service improvement activities.

Level B (in addition to Level A criteria)

- A minimum of 2 years' experience of working within a learning and development environment.
- Experience of coordinating and commissioning learning and development activities to meet business needs.
- Experience of undertaking analysis and recommending appropriate learning and development solutions.
- Experience of monitoring budgets, expenditure and programme performance.
- Experience of working with internal and external stakeholders to deliver successful outcomes.
- Experience of supporting service improvement, change initiatives or corporate projects.

Level C (in addition to Level A and Level B criteria)

- A minimum of 4 years' experience of working within a learning and development environment.
- Significant experience of leading the commissioning, implementation and evaluation of learning and development programmes across service areas.
- Experience of influencing stakeholders and shaping workforce development interventions that support strategic objectives.
- Experience of managing learning and development budgets, identifying efficiencies and delivering value for money.
- Experience of representing the services at boards, panels or other meetings and influencing decision making.
- Experience of contributing to organisational change, management development and workforce transformation programmes.

Skills

Level A

- Competent in using Microsoft Office applications eg. Word, Excel and Outlook.
- Able to communicate effectively with colleagues and customers both verbally and in writing.
- Able to organise and prioritise workloads to meet deadlines.
- Able to maintain accurate records and demonstrate attention to detail.
- Demonstrates initiative and a willingness to learn.

Level B (in addition to Level A criteria)

- Good communication and interpersonal skills with the ability to build positive relationships with stakeholders at all levels.
- Able to manage multiple priorities and competing demands effectively.
- Good analytical skills with the ability to interpret data and produce meaningful reports.
- Able to work independenly and use professional judgement to resolve issues.
- Able to maximise the use and effectiveness of resources (e.g. people, systems and processes) to deliver and manage accurate and quality learning and development solutions

Level C (in addition to Level A and Level B criteria)

- Highly developed communication skills with the ability to present complex and/or sensitive information in an understandable way, using a variety of methods across a range of audiences.

- Able to identify opportunities for innovation, income generation and continuous improvement within learning and development.
- Able to use learning data to inform decision making and evaluate organisational impact.