|  |  |  |
| --- | --- | --- |
| **1.** |  | **POST TITLE:** Senior WFD Systems and Digital Learning Design Officer |
| **2.** |  | **POST NUMBER:** |
| **3.** |  | **GRADE:** Grade 11 |
|  |  | Job Evaluation Ref No: N10340 |
| **4.** |  | **LOCATION:** Your normal place of work will be County Hall. However, you may be required to work at any Council workplace within County Durham. |
| **5.** |  | **RELEVANT TO THIS POST:** |
|  |  | **Flexible Working:** Subject to service needs the council’s flexible working policy is applicable to this post |
| **6.** |  | **ORGANISATIONAL RELATIONSHIPS:** |
|  |  | The post holder will be accountable to the HR Business Lead – OD/WFD.  The role will require the development of positive working relationships with a wide range of stakeholders to ensure the service delivers high quality accessible learning opportunities for employees. |
| **7.** |  | **DESCRIPTION OF ROLE:** |
|  |  | To take a lead role on projects relating to workforce development (WFD) systems and digital learning resources including the implementation of WFD process/system improvements, management/development of the Durham Learning and Development Totara Learning Management System and the development of digital learning resources.  The post holder will work with colleagues and subject matter experts to develop a range of innovative digital learning activities, tools and assessments to support the delivery of high-quality on-line learning.  The post holder will provide advice and guidance on the use of digital learning solutions and promote best practice and innovation. The post holder will manage and develop the Totara Learning Management System to meet organisational requirements and ensure a high degree of end-user satisfaction. |
| **8.** |  | **DUTIES AND RESPONSIBILITIES  *SPECIFIC* TO THIS POST:** |

Listed below are the responsibilities this role will be primarily responsible for:

* To take a lead role in the development and management of WFD processes/systems and digital learning resources to support the delivery of the HR Organisational Development/Workforce Development function.
* Support the HR Business Lead – OD/WFD to move towards a blended learning approach through the design/deployment and on-going measurement of a high quality, relevant and targeted digital content and an e-learning strategy.
* To implement WFD process and system improvements to ensure the delivery of a high quality service to meet organisational and customer requirements.
* To develop and deliver accessible and high quality digital learning and technologies, capturing feedback and assessing learners to support a blended approach to corporate learning and development programmes;
* Manage the design process, to shape learning solutions from idea conception through to implementation by working with subject matter experts to script, storyboard and deploy innovative learning solutions whilst ensuring learning theory and instructional design methodologies are being followed.
* To take a lead role on the development and management of the Durham Learning and Development Totara Learning Management System.
* To maximize the use of technology to provide learning opportunities to meet the requirements of a more flexible and agile workforce;
* Analyse data, prepare and schedule reports on learning activity;
* To plan for and deliver alternative learning solutions and support for employees with additional needs and disabilities;
* Evaluate the impact of leaning and development and the return on investment to ensure continuous improvement and achievement of the Council’s priorities;
* To develop training materials, workbooks, user guides, FAQs and deliver of face-to-face training where appropriate;
* To keep up to date on digital learning technologies and to identity and explore opportunities for new initiatives;
* To train and develop the OD/WFD team on WFD systems and digital learning technologies;
* Deputise for the Business Lead where appropriate;
* Represent the service at appropriate meetings;
* Develop and maintain working relationships with outside agencies and organisations i.e. other Local Authorities;

All employees have a responsibility to undertake training and development as required. They also have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees.

All employees have a responsibility of care for their own and others health and safety.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Head of Service.

Variation may also occur to the duties and responsibilities without changing the general character of the post.

**9. COMMON DUTIES AND RESPONSIBILITIES:**

9.1 **Quality Assurance**

To set, monitor and evaluate standards at individual, team performance and service quality so that the user and the Service’s requirements are met and that the highest standards are maintained.

To establish and monitor appropriate procedures to ensure that quality data are reported and used in decision making processes and to demonstrate through behaviour and actions a firm commitment to data security and confidentiality as appropriate.

9.2 **Communication**

To establish and manage the team communications systems ensuring that the Service’s procedures, policies, strategies and objectives are effectively communicated to all team members.

9.3 **Professional Practice**

To ensure that professional practice in the team is carried out to the highest standards and developed in line with the Service’s stated objectives of continual improvement in quality of its service to internal and external customers.

9.4 **Health and Safety**

Manage health and safety in their area of responsibility in accordance with the relevant section(s)

of the Corporate/Service Health and Safety Policy and to ensure that the Health and Safety policy, organisation arrangements and procedures as they relate to areas, activities and

personnel under your control are understood, implemented and monitored.

9.5 **General Management (where applicable)**

To provide vision and leadership to staff within a specialist team, ensuring that effective systems are in place for workload allocation and management, the application of the Authority’s and the Service’s policies and procedures, including those relating to equality, supervision and appraisal and all aspects of their performance, personal development, health and welfare.

9.6 **Financial Management (where applicable)**

To manage a designated budget (as required) ensuring that the Service achieves value for money in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity.

9.7 **Appraisal**

All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on the appraisal process.

9.8 **Equality and Diversity**

As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice. To ensure our commitment is put into practice we have an equality policy which includes responsibility for all staff to

eliminate unfair and unlawful discrimination, advance equality of opportunity for all and foster good relations.

These policies apply to all employees of Durham County Council.

9.9 **Confidentiality**

All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets. The Council has a Personal Information Security Policy in place.

9.10 **Induction**

The Council has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.

**Person Specification** – Senior WFD Officer (Digital Learning and Systems)

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | | **Essential** | | **Desirable** | | **Method of**  **Assessment** | |
| **Qualification** | | * Qualified to degree level in a relevant qualification | |  Appropriate learning and development qualification | | Application form  Selection Process Pre-employment checks | |
| **Experience** | | * Experience of implementing WFD system/process improvements * Experience of developing digital learning resources and e-learning packages * Experience of using a range of creative tools including e-learning authoring tools, different media channels and software * Experience of managing and developing learning management systems * Experience of working with subject matter experts to develop effective learning solutions * Experience of measuring the impact and return on investment for learning and development | |  Experience of working with learners with learning difficulties/disabilities | | Application form  Selection Process Pre-employment checks | |
| **Skills /**  **Knowledge** | | * Understanding of instructional design methods and learning theories and applying these concepts * Ability to quickly learn new technologies and evaluate their potential in terms of application to learning * Proven ability to solve complex problems * Excellent ICT skills and understanding of learning technologies * Project management skills * Excellent verbal and written communication skills, customer care, organisational and presentation skills * Strong attention to detail | |  | | Application form  Selection Process Pre-employment checks | |
| **Personal Qualities** | * Ability to relate to people at all levels of the organisation * Able to prioritise work and meet deadlines * Able to work alone as well as part of a team * Able to work under pressure * Self-motivated * Customer orientated * Ability to cope with change * Flexible approach to work * Committed to the principles of equality and diversity |  | | Application form  Selection Process  Pre-employment checks | |
|  | * Access to a car or means of mobility support (if driving then must have a current valid driving licence and appropriate insurance). |  | |  | |