

JOB DESCRIPTION

Post Title: Learning & Organisational Development Assistant		Directorate/Service: HR / OD		Office Use JE ref: 3657
Grade: Band 5		Workplace: County Hall, Morpeth / Agile Working		
Responsible to: Learning & Organisational Development Coordinator		Date: January 2020	Job Family: HR / Training	
Job Purpose: The post will involve working within the council’s Learning & Organisational Development team which sits within the HR/OD Service. The post-holder will work as a member of an energetic and enthusiastic team of learning and organisational development professionals who provide support, guidance and advice across a large, complex and diverse organisation.				
Resources	Staff	Post-holder will provide support and general advice to employees and managers.		
	Finance	None		
	Physical	Shared responsibility for office equipment and materials. Handling and processing of sensitive and confidential information.		
	Clients	Employees and managers of Northumberland County Council and it’s partners		
Duties and key result areas: <ol style="list-style-type: none">1. Provide support and advice on the interpretation and implementation of the county council’s HR & OD policies and procedures.2. Provide guidance and support to managers and employees around a range of learning and organisational development themes including change and improvement, organisational and team culture, leadership and management, induction and onboarding, performance management, occupational competence and skills development.3. Meet with managers and employees across the organisation to discuss workforce and organisational development issues and needs, scope out the interventions and solutions that are available and make recommendations on how this can be delivered or commissioned.4. Assist with the development, design and planning of learning and development programmes, interventions and events including briefings, training sessions and team away days which help to support people to improve and reach their potential.5. Assist with the facilitation of effective and engaging learning and development events using a range of delivery methods, materials, tools and techniques which are appropriate for a range of audiences.6. Manage pre and post course administration, including marketing, attendance records and evaluation.7. Prepare, produce and analyse reports and workforce data.8. Undertake and participate in project work in a variety of areas including development of new policies and procedures and the design and development of digital learning resources, systems and processes.9. Contribute to the on-going development and maintenance of the council’s Learning Management System (Learning Together).10. Work in a way which aligns with the council’s core values and behaviours.11. The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.				
Work Arrangements				
Physical requirements:		There will be occasional moving and handling of training equipment and materials.		
Transport requirements:		May on occasion be required to travel to other council premises and to other venues to attend meetings and to facilitate events.		
Working patterns:		Normal office hours. Flexi scheme applies.		
Working conditions:		Office based. Agile working applies.		

PERSON SPECIFICATION

Post Title: Learning & Organisational Development Assistant		Service: HR/OD	Ref: 3657
Essential		Desirable	Assess by
Knowledge and Qualifications			
Experience of working in either a human resources or learning and development role Level 4 (or above) relevant qualification or portfolio of relevant experience Awareness of the key issues currently affecting local government / the public sector A general understanding of learning and development principles Understanding of different learning styles and delivery methods		Educated to Degree level or working towards a professional Human Resources Diploma qualification/full CIPD membership A recognised training or teaching qualification Internal Verifier/ Assessor qualification	a,i,r,p,o
Experience			
Recent experience of working within a learning and development environment Recent experience of confidently delivering training and/or presentations Working knowledge of computerised business systems and applications Experience of supporting a diverse range of learners with their development needs		Working within a large, complex organisation	a,i,r
Skills and competencies			
An individual with a genuine interest in people and organisational improvement Excellent verbal and written communication skills Shows drive and determination A flexible and adaptable approach to work which helps to support the wider team Is positive and shows resilience and acceptance of change Uses own initiative and can work independently Identifies opportunities for improvement and innovation, confidently puts ideas forward Attention to detail and accuracy of information Able to build productive and effective relationships with internal and external contacts			a,i,r,p,o
Physical, mental and emotional demands			
Able to deal with conflicting demands and tight time-frames Normally works from a seated position with some need to walk and stand for periods of time when delivering training Occasional requirement to bend or carry items of equipment and materials Potential to be subject to external observation and scrutiny through teaching and learning			a,i,
Motivation			
Desire to learn, develop and succeed, seeking opportunities for personal development Motivated and determined to meet goals and objectives that create stretch and challenge			a, i,
Other			
Demonstrates understanding and commitment to the council equal opportunities policy Ability to meet the transport requirements of the post			a, i,

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits