

Northumberland County Council

JOB DESCRIPTION

Post Title: Training & Development Officer		Director/Service/Sector Children's services		Office Use	
Band: 8		Workplace:			JE ref: 2684 HRMS ref:
Responsible to: Safeguarding Standards Manager		Date:		Lead & Man Induction:	

Job Purpose:
To identify and prioritise the learning and development needs of staff in the children's workforce in Children's Services in conjunction with staff managers, and sector partners To identify, commission or deliver high quality Children's workforce development and learning opportunities to meet those needs. To evaluate the impact of development and learning outcomes. To maintain accurate development and learning records and provide statistical reports to senior managers as required. To contribute as required to the Corporate Management of the group, department and service.

Deliver an effective programme of change, development and learning that ensures the following key outcomes:

1. Learning needs are identified, prioritised and addressed that demonstrably improve outcomes for Children, young people and families and align with the NCC OD and learning strategy
2. Every member of the Children's workforce has work based objectives, regular supervision and effective appraisals that identify development and learning needs in line with the Organisational development and learning strategy.
3. There is a highly and appropriately skilled and competent workforce whose practice is both lawful and safe.
4. Development and learning needs are met in a way that ensures best value, effective use of internal capacity, is profiled within budgetary limits, and engenders high customer satisfaction.
5. There is strong and effective partnership working that promotes diversity, integrated working, sharing of ideas and learning, value for money, and quality
6. The performance of the service is effectively managed, evidenced against key targets and indicators
7. NCC children's workforce development is seen to model a new way of learning for NCC, a focus on learning from external best practice where appropriate, and consistently promoting innovation better to meet changing customer need

Resources	Staff	None
	Finance	None.
	Physical	Use of training materials, tools and equipment.
	Clients	Working closely with staff, partners and key stakeholders to deliver services

Duties and key result areas:

1. Contribute to the detailed analysis, evaluation and prioritisation of development and learning needs within the service to ensure solutions meet identified need
2. Develop appropriate high quality and innovative development and learning programmes to meet identified need
3. Deliver or commission (depending on which offers better value for money) high quality and innovative programmes to meet identified need
4. Ensure mandatory and statutory development and learner programmes are delivered to high standards so that NCC can be assured practitioners are legal and safe
5. Ensure the impact of all development and learning programmes is fully evaluated (through short, medium and longer term follow-up) to ensure continual improvement and development to meet changing needs
6. Regularly map and engage in-house, wider organisational and partner expertise and skills to strengthen capacity, maximise investment in development and promote a culture of internally cascading learning
7. Support and develop staff and managers through appraisal, training and development programmes to ensure maximum benefit is gained and needs met

8. Promote and maintain a positive relationship with employees, other directorates, external contacts, and partners to develop a climate of harmonious and constructive employee relations and promote integrated working wherever possible
9. Participate in Directorate, Council, and multi-agency projects that support development and learning.

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

Transport requirements:	Involves travel to work sites, area offices or training venues throughout the County and further a field on occasion.
Working patterns:	Normal office hours but flexi-hours may apply if staff provide cover. Some standby or call out arrangements may apply.
Working conditions:	Some exposure to working outdoors.

PERSON SPECIFICATION

Post Title: Training & Development Officer		Director/Service/Sector: Children's Services	Ref: 2684
Essential		Desirable	Assess by
Qualifications and Knowledge			
<ul style="list-style-type: none"> Relevant professional qualification- Detailed understanding of Child protection legislation, regulations and professional best practice. Detailed understanding of adult learning methodology. Detailed understanding of current national government workforce development policy 		Training qualification CQSW, DipSW, CSS, Social Work Degree, Early Years Degree Teaching certificate	
Experience			
<ul style="list-style-type: none"> Experience of working with children and families Experience of analysing workforce needs and formulating action plans to meet customer need. Recent experience of developing and delivering training and development programmes within an organisation of comparable scope and complexity. Experience of engaging effectively with groups and building productive partnerships with key stakeholders. 		Experience of project management Experience of leading change processes. Experience of commissioning high quality learning and development programmes	
Skills and competencies			
<ul style="list-style-type: none"> Ability to manage programmes of activity and projects within clear timescales, milestones and deliverables. An understanding of how key local, regional and national strategies need to influence workforce development in children's services in NCC Strong team working skills, and an ability to progress work effectively within the context of a wider programme of organisational development and transformation Excellent interpersonal, presentation communication skills to explain, advise and influence a wide range of stakeholders Well developed networking, partnership, advocacy, negotiating and presentation skills that are persuasive and influential with both internal and external stakeholders Ability to relate effectively to, and command the respect, trust and confidence of, colleagues and other stakeholders Ability to identify best practice elsewhere and adapt it to meet NCC's needs Ability to spot opportunities for innovation and different ways of doing things to ensure continual improvement Ability to commission high quality innovative development initiatives, manage providers' performance and to evaluate their impact Strong analytical skills and a demonstrable aptitude for developing and translating information into appropriate training development and learning material. Ability to deliver confidently to challenging audiences or within hostile environments. 		IT skills and awareness. Financial and commercial awareness, including developing and delivering a business plan, new business development and income generation	
Physical, mental and emotional demands			
<ul style="list-style-type: none"> Ability to lift and handle training material and equipment Emotionally robust and resilient Confident disposition 			

Motivation		
<ul style="list-style-type: none"> • Highly motivated with a demonstrable 'can do', customer focussed approach • Strong belief in the value of workforce development and learning to improve outcomes for children and young people which is grounded in anti discriminatory practice. • A corporate orientation and a commitment to tackling issues in a non-departmental manner. • Personality, conduct and credibility that engages and commands the confidence of colleagues, Council Members and other stakeholders. 	A passion for innovation and developing new ways of doing things	
Other		

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.