

Northumberland County Council

**JOB DESCRIPTION**

<b>Post Title:</b>	L&OD Business Support & Development Officer	<b>Director/Service/Sector:</b>	Human Resources & Organisational Development Learning & OD	<b>Office Use</b>
<b>Grade:</b>	<b>Band 5</b>	<b>Workplace:</b>	County Hall, Morpeth	<b>JE ref: 3714</b>
<b>Responsible to:</b>	L&OD Business Support & Development Manager	<b>Date:</b>	August 2020	
<b>Job Purpose:</b>				
To contribute to the development, maintenance, provision and delivery of an enhanced digital learning and development offer, including the development and implementation of new learning technologies, on behalf of the Council and all associated business partners. The post will also have responsibility for the day to day management of all operational business functions within the team, including budget management, customer support, administration of commercial offer business model, and employer engagement programmes.				
<b>Resources</b>	Staff	2.0WTE Systems Developers, 1.6WTE Administration Assistants, 2.0WTE Business Admin Apprentices		
	Finance	Management of departmental non staff expenditure (5 cost centres), and consolidated organisational staff training budget		
	Physical	Responsibility for management and maintenance of all learning resources Accuracy and housekeeping all learning & development records, database Records integration between LMS and Oracle Cloud		
	Clients	Colleagues within L&OD and the wider HR/ OD service Senior Managers, Heads of Service, and all council staff Commissioned training providers & training partners from other agencies External business customers - staff and managers from external agencies (eg: schools, adult & children's social care providers, charities, community groups)		
<b>Duties and key result areas:</b>				
<ol style="list-style-type: none"> <li>To support the L&amp;OD Business Support &amp; Development Manager to develop, maintain, and manage the delivery of an enhanced digital learning and development offer for the council and wider partners, analysing current trends in new learning technologies, scoping redesign of local and organisational service delivery.</li> <li>Act as Technical Lead for all digital design and development, e-learning, virtual classroom (technical support); act as, and support the System Developers to act as, instructional designers on design projects; develop standardised format and design for all products; develop and manage robust quality assurance programme for all Learning Together resources.</li> <li>Responsible for managing all learning management system data quality (with the support of the Systems Developers); periodic system housekeeping and data cleanse for all areas, including audiences, hierarchies, catalogues, products, etc</li> <li>Support L&amp;OD Business Support &amp; Development Manager to maximise business development within commercial offering; manage service marketing and promotion to new customers; manage external customer relationships, and associated business practices (ie: service level agreements, contract management)</li> <li>Support constant service evaluation; make recommendations for system and process improvement; implement agreed changes in line with organisational priorities and business parameters.</li> <li>Manage 'arms length' System Administrator Network across the Council; develop robust administrator training programme, online support resources, regular network meetings.</li> <li>Manage 'internal' customer support processes, including manager and user support training.</li> </ol>				

8. Support the management of organisaitonal Learning & Development budget; implement appropriate management & approval process; provide monthly spend analysis reports to Workforce Committee, and Heads of Service as required
9. Support L&OD Business Support & Development Manager with development and preparation of monitoring and reporting of departmental performance.
10. Day to day management of 5 departmental non staff budgets, monitoring actual against planned, supporting L&OD Coordinators with budget forecasts and performance analysis reports to L&OD Business Support & Development Manager.
11. Management of all operational business functions across department (with the support of the Admin Assistants), ie: income and expenditure processing, procurement processes (quick quotes, tenders), purchasing of non stock items & stock materials management, departmental administrative support.
12. Direct management of Business Support team members; ensuring appraisals and supervisions are held appropriately, as per the organisational structure of the team; absence management processes, including appropriate management of annual leave/ flexi requests to maintain service level; accountable for the planning and monitoring of workload (volume and quality); and supporting stretch and development as appropriate.
13. Actively support the development of departmental apprentices, ensuring appropriate stretch and develop plans are in place to maximise future growth and potential of individuals and service.
14. To represent the L&OD team as directed by the L&OD Business Support & Development Manager in discussions / meetings regarding technical developments, system maintenance, and business development issues.
15. Support the L&OD Business Support & Development Manager (and others in the line management structure) in discharging their duties, and deputise for them as directed
16. To interpret and explain council regulations and policy, such as compliance with the data quality policy, and adherence to Government regulations
17. To handle data within the parameters of the Council's data protection policies
18. To contribute to specific strategic corporate initiatives as agreed (e.g. uphold the council's approach to data quality)
19. To work within the guidelines of the corporate and directorate equal opportunities frameworks and act with integrity and respect towards colleagues and service users
20. To undertake any other duties of a similar level and responsibility as may be required by the Corporate Director from time to time which could include direct contact with apprentices and young people.
21. Taking projects forward increasingly as the lead person and knowing what needs to be done when facing new challenges
22. 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:	Flexible working hours apply subject to the needs of the service and requirement for working on a rota being met. Frequent travel across Northumberland is required, with occasionally further afield to attend training.
Working patterns: Full time	
Working conditions: Flexible	

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**PERSON SPECIFICATION**

<b>Post Title:</b> L & OD Business Support & Development Officer	<b>Director/Service/Sector:</b> HR/ OD	Ref: 3714
<b>Essential</b>	<b>Desirable</b>	<b>Assess by</b>
<b>Knowledge and Qualifications</b>		
<ul style="list-style-type: none"> <li>● Educated to NVQ Level 3 or equivalent.</li> <li>● Significant knowledge of operational business support systems.</li> <li>● Significant knowledge of digital office platforms (google, microsoft office)</li> </ul>	<ul style="list-style-type: none"> <li>● Understanding of Local Authorities.</li> <li>● Understanding of key administrative processes.</li> </ul>	
<b>Experience</b>		
<ul style="list-style-type: none"> <li>● Experience of working at a supervisory level.</li> <li>● Experience of providing business support in a fast paced, multi functional office environment.</li> <li>● Experience of developing/ reviewing/ implementing systems and processes to improve working practices</li> <li>● Working as a member of a team to develop and implement creative solutions. Supporting colleagues to achieve improvement.</li> <li>● Experience of developing financial systems, preparing and monitoring budgets and financial reporting.</li> </ul>	<ul style="list-style-type: none"> <li>● Local government experience.</li> <li>● Experience of Learning &amp; Organisational Development in large organisations</li> <li>● Experience of Learning Management Systems</li> </ul>	
<b>Skills and competencies</b>		
<ul style="list-style-type: none"> <li>● Ability to apply creative, out-of-the-box, thinking to solutions, new ways of working, systems development</li> <li>● Ability to interpret and manipulate numerical data to provide timely management information.</li> <li>● Able to interpret financial information and manage budgets</li> <li>● IT skills in word processing, spreadsheets, database use and e-mail</li> <li>● Written and verbal communication</li> <li>● Able to respond flexibly to change</li> <li>● Influence colleagues to ensure continuous improvement and develop best practice and meeting performance standards</li> <li>● Plan and manage workload, balancing priorities to enable service targets to be met</li> <li>● Plan and organise projects, and ensure successful implementation</li> <li>● Interpret performance data</li> </ul>		

<b>Physical, mental and emotional demands</b>		
<ul style="list-style-type: none"> <li>• A flexible approach is required together with the commitment to ensure that the work of the team is performed to a high standard.</li> <li>• Display integrity, reliability and sensitivity.</li> <li>• Able to work flexibly: independently or as part of a team.</li> <li>• Able to work under pressure and with tight deadlines.</li> </ul>	<ul style="list-style-type: none"> <li>• Awareness of the challenges facing local government.</li> </ul>	
<b>Other</b>		
<ul style="list-style-type: none"> <li>• Ability to meet the transport needs of the post.</li> <li>• Ability to motivate.</li> <li>• Ability to influence and negotiate with stakeholders of the service.</li> <li>• Commitment to and understanding of the principles of Equal Opportunities for all, in employment and delivery of services</li> </ul>		

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