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| **Job Description** |
| **Post title** | Workforce Development Assistant (Systems/Digital Learning) |
| **JE Reference No** | N7687 |
| **Grade** | Grade 5 |
| **Service** | Resources |
| **Service Area** | People and Talent Management |
| **Reporting to** | The post holder will be accountable to the Senior Workforce Development Systems & Digital Learning Design Officer. |
| **Location** | Your normal place of work will be County Hall, Durham, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is not subject to a disclosure. |
| **Flexitime** | This post is eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

To assist with the organisation and administration of Workforce Development (WFD) Programmes, projects and systems within People and Talent Management, supporting the whole infrastructure of WFD across the council, specifically the Durham Learning and Development system.

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| **Duties and responsibilities** |

* To assist the Senior Workforce Development Systems & Digital Learning Design Officer to develop and implement processes within the Durham Learning and Development system.
* To assist the People and Talent Management Team to maximize the use of technology to improve processes, systems and learning opportunities which improve service delivery, the customer experience and support the transformation agenda.
* To work with workforce development leads to implement and maintain course frameworks to support consistent rapid course design.
* To work with tutors, workforce development leads, practice leads and partners to host learning activities and content on the DLDs.
* Act as a key point of contact for both internal and external stakeholders, promoting clear and effective online communication.
* Provide technical and administrative support for administrators and users of the Durham Learning and Development system, for all system functions, including E-Learning, Seminars and Performance Development Reviews (PDRs).
* Support the delivery and co-ordination of WFD programmes including corporate and service-based programmes.
* Maintain an up to date knowledge of WFD policies, procedures and programmes to provide advice and updates on WFD initiatives and programmes to employees and managers e.g. learning and development, PDRs, post entry training, apprenticeships, induction.
* Maintenance of WFD records.
* To collate and analyse statistical information for WFD planning purposes both corporately and for service areas.
* To participate and contribute to areas of development by a shared team approach with other members of the wider team.
* Assist in the undertaking of WFD projects within the team as directed, including research and data collection.
* Assist in the monitoring and auditing of conformance with policy, procedures and management system requirements.
* Be actively involved in continuous improvement projects, team meetings and training as required.
* Demonstrate a commitment to ensure compliance with the authority’s Equal Opportunities Policy.
* Ensure that confidentiality and data protection requirements are maintained and adhered to.
* Deliver system demonstrations as required

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 your manager.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **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.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

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.

* **Financial management (for applicable posts)**

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.

*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 your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * Qualified to Level 3 in a related subject
 | * Appropriate learning and development qualification
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| Experience | * Previous experience of working technology to support learning and development
* Providing administrative support to system end-users
* Experience of providing a professional customer focused service
* Experience of improving processes and systems
 | * Administration of a Learning Management System
* Delivering system demonstrations
* Experience of writing guides that are accessible to all
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| Skills & Knowledge | * Knowledge and understanding of WFD issues
* Problem solving and organisational skills
* An understanding of the need to provide accurate, up-to-date data
* Excellent ICT skills, including Excel
* Excellent verbal and written communication skills
* Strong attention to detail
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| Personal Qualities | * Able to work as part of a team and on own initiative
* Flexible approach
* Able to build effective working relationships, with people at all levels of the organisation
* Customer-orientated with excellent communication skills and an approachable and helpful persona
* Able to prioritise work and meet deadlines
* Ability to follow systems and procedures to meet targets
* Committed to the principles of equality and diversity
* Access to a car or means of mobility support (if driving then must have a current valid driving licence and appropriate insurance).
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