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| **Job Description** | |
| **Post title** | Senior Workforce Development Officer (CYPS) |
| **JE Reference No** | N10462 |
| **Grade** | 11 |
| **Service** | Resources |
| **Service Area** | People and Talent Management |
| **Reporting to** | The post holder will be accountable to the Development and Learning Manager for Children and Young People’s Services |
| **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 develop, lead and implement effective organisational development and workforce development (WFD) plans and initiatives for Children and Young People’s Services.

To develop workforce development plans to meet service, operational and organisational needs.

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| **Duties and responsibilities** |

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

* Take a lead role in the identification, development and planning to ensure the Organisational Development/Workforce Development function contributes to the People and Talent Management strategy, policy and systems;
* Support the Development and Learning Manager for Children and Young People’s Services in the development and implementation of the services development strategy and workforce learning and development initiatives;
* Contribute to developing and supporting the drive towards cultural change through OD initiatives;
* Identify, source and evaluate business focused workforce development solutions, based on leadership, management, performance and transformational change;
* To maximize the use of technology to provide learning opportunities to meet the requirements of a more flexible and agile workforce;
* Evaluate the impact of leaning and development and the return on investment to ensure continuous improvement and achievement of the Council’s priorities;
* To assist the Development and Learning Manager for Children and Young People’s Services to ensure the quality of training providers and value for money through effective procurement and provider frameworks;
* Support the Development and Learning Manager for Children and Young People’s Services in the delivery of the workforce development programme, apprenticeship programme and the Induction Programme;
* Support the Development and Learning Manager for Children and Young People’s Services with the development of an effective employee engagement strategy to support and inform the organisational/workforce development programmes;
* Work proactively to identify current and future skill requirements and develop learning strategies, plans and interventions/solutions to ensure Children and Young People’s Services can deliver the transformation programme, culture change, leadership, professional development and job specific training.
* To work with assigned service areas to identify WFD priorities and develop annual workforce development plans and initiatives to address service needs including:
  + Ensuring service WFD plans/processes are automated, promoting the Durham Learning and Development system for training profiles, plans and PDRs.
  + Providing and analysing regular reports on WFD gaps and skills across the service.
  + Actively promote apprenticeship opportunities and standards for upskilling the workforce together with considering routes to professional development/career pathways appropriate to the service.
* Plan and supervise section workload management and ensure targets/deadlines are met;
* Develop and lead on transformational projects with the Services and support Service/organisational development initiatives;
* Project management of relevant HR multi-disciplinary work and the delivery of assigned key HR projects and initiatives, including the preparation and presentation of reports;
* Deputise for the Business Lead where appropriate;
* Provide organisational development/workforce development advice, guidance and assistance to support services;
* Provide support to ensure the effective implementation of the Workforce Strategy;
* To support the Development and Learning Manager for Children and Young People’s Services with contract management and quality assurance for WFD.
* Work with Service Groupings in assisting them to design roles, develop teams, improve performance and deliver efficiencies;
* Represent the service on working groups, committees and professional associations etc.;
* Support the development of equality and diversity issues;
* Develop and maintain working relationships with outside agencies and organisations i.e. other Local Authorities;
* Analyse appropriate workforce data to measure and track service performance. Work in partnership with senior managers to identify good practice, trends and areas of concern. Initiate planned interventions where necessary with the emphasis being around enabling managers to manage;
* Develop and deliver training as required.

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.

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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 communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **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 inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

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

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring 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 | * CIPD Level 7 or qualified to degree level in a relevant subject/ other relevant professional qualification | * Appropriate learning and development qualification |
| Experience | * Experience of implementing WFD/ HRD initiatives * Experience of providing customer focused WFD solutions * Practical understanding of workforce development planning * Substantial provision of WFD/ HRD advice and guidance * Participation and/or representation on working groups/parties etc. * Experience of project planning / managing complex projects * Experience of developing/ delivering training or presentations to audiences | * Experience of developing and delivering training courses * Experience of measuring the impact and return on investment for learning and development * Experience of succession planning and talent management. * Experience of strategy development * Budget management |
| Skills & Knowledge | * An understanding of organisational development and workforce development * The ability to translate service priorities into workforce development plans * Proven ability to solve complex problems * Excellent ICT skills * Project and change management skills * Excellent verbal and written communication skills, customer care, organisational and presentation skills * Strong attention to detail * Research skills | * Managing the impact of cultural change |
| 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 * Access to a car or means of mobility support (if driving then must have a current valid driving licence and appropriate insurance). |  |