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| **Job Description** |
| **Post title** | cAssistant Workforce Development Officer |
| **JE Reference No** | N10463 |
| **Grade** | Grade 7 |
| **Service** | Resources |
| **Service Area** | People and Talent Management |
| **Reporting to** | The post holder will be accountable to the HR Business Lead – OD/WFD. |
| **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 development and organisation of workforce development (WFD) programmes, projects, systems and the digital/virtual learning agenda within People and Talent Management, supporting the whole infrastructure of WFD across the council.

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| **Duties and responsibilities** |

* To assist the HR Business Lead – OD/WFD to design, develop and implement processes and systems to ensure that quality learning and development provision is being delivered.
* 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.
* Engage with all elements of WFD to ensure needs are taken into account through the breadth of the teams work, tailored where appropriate for specialist and digital/virtual learning and development provision.
* To assist in the development and organisation of WFD programmes and projects to ensure effective delivery and implementation.
* To provide advice and updates on WFD initiatives and programmes e.g. learning and development, PDRs, post entry training, apprenticeships, induction.
* To assist in the development and maintenance of the council’s Learning Management System (Durham Learning and Development system).
* To collate and analyse statistical information for WFD planning purposes both corporately and for service areas.
* To undertake evaluation of learning and development to ensure continuous improvement.
* To participate and contribute to areas of development by a shared team approach with other members of the section.
* To undertake research and develop proposals on WFD initiatives and policies that provide innovative ways to support the workforce through change and transformation.
* To collate, analyse and use the views of service users to inform practice and improvement planning through a variety of means.
* To provide advice and guidance to managers on all areas connected to WFD.
* To provide support with report writing and provision of management information on WFD.
* Deputise for other officer(s) within the team where required.
* Commitment to continuous professional development.
* Develop and deliver training/ briefings 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 4 in a relevant subject/ other relevant qualification
 | * Appropriate learning and development qualification
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| Experience | * Experience of providing a professional customer focused service
* Experience of improving processes and systems
* Experiencing of analysing information to identify improvements
* Undertaking research and presenting findings
* Experience of organising training courses or events
 | * Administration and development of a Learning Management System
* Developing and delivering training
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| Skills & Knowledge | * Knowledge and understanding of WFD issues
* Problem solving and organisational skills
* Excellent ICT skills
* Project management skills
* Excellent verbal and written communication skills, customer care, organisational and presentation skills
* Strong attention to detail
* Research skills
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| 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 meetings
* 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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