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| **Job Description** | |
| **Post title** | Care Academy Assistant 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 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** |

Working with Commissioning as part of the Supporting the Provider Market Team, providing learning and development opportunities and support specifically to the Care Academy (CA). The post holder will create and maintain CA learning opportunities on the Durham Learning and Development system (DLDs) as well as providing first line support to staff and users.

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| **Duties and responsibilities** |

* To assist the Senior Workforce Development Systems & Digital Learning Design Officer to design, develop and implement processes within the Durham Learning and Development system to ensure that quality learning and development provision is being delivered.
* To assist the Care Academy to maximize the use of technology to improve processes, systems and learning opportunities which improve service delivery.
* To work with tutors, workforce development leads, practice leads and partners to develop course frameworks and templates to support consistent rapid course design that supports the ‘Supporting the Provider Market’ (STPM) agenda
* To work with tutors, practice leads and partners to develop learning activities and content aimed at delivering greater understanding and enhancing engagement of learners.
* Act as a key point of contact for both internal and external stakeholders, promoting clear and effective online communication.
* To work with Marketing and Communications to support with the effective administration of the CA social media accounts.
* To work with the web team to ensure new CA learning opportunities are updated accordingly.
* Provide technical and administrative support for administrators and users of the Durham Learning and Development system, for all system functions, including E-Learning and Seminars.
* To keep abreast of technology and enhanced learning developments in the sector and to identify and explore opportunities for new initiatives.
* 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 learning and development provision within CA
* To assist in the development and organisation of WFD, specifically CA programmes and projects to ensure effective delivery and implementation.
* To provide advice, updates and guidance on WFD initiatives to learners, tutors, managers and staff within the STPM team and the wider council
* 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.
* 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 officers within the team where required.
* Working collaboratively with partners across the council, local NHS and other adult social care organisations to maximise opportunities for shared working and development.
* 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 | * Appropriate learning and development qualification * Appropriate ICT qualification |
| Experience | * Previous experience of working with technology to support learning and development * Previous experience, or demonstrable ability to support staff and learners in an educational/training environment * Experience of writing guides and documentation, that are accessible to all * Ability to deal professionally with a range of stakeholders * Current and up-to-date knowledge and understanding of online learning methodologies * Experience of providing a professional customer focused service | * Administration and development of a Learning Management System * Developing and evaluating E-Learning * Delivering system training * Providing technical and administrative support to system end-users |
| Skills & Knowledge | * Knowledge and understanding of WFD issues * Problem solving and organisational skills * Excellent ICT skills, including Excel * Project management skills * Excellent verbal and written communication skills * Strong attention to detail | * Website design and/or development * Demonstrable experience and interest in internet-based information systems * Project management skills * An understanding of the need to create online content that is fully accessible to all learners * Understanding of the time constraints and pressures for staff to attend training |
| Personal Qualities | * Confident in working under own initiative * An able and committed team-member * Flexible in their 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 implement systems and procedures to meet targets * Ability to work with minimum supervision and to exercise a large degree of autonomy * 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). |  |