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# JOB DESCRIPTION

**Job Title:** Learning and Organisational Development (L&OD) Business Support Officer

**Directorate & Section/Unit:** Chief Executive Unit, HR, Digital & Communications

**Reporting to:** L&OD Administration Team Leader

**Responsible for:** N/A

**Salary Grade:** Scale 4

**DMA Management Level:** Frontline

**DMA Span of Control (Direct Reports):** N/A

**Our People Values:**

To uphold and act in accordance with Worcestershire County Council's values:

* ***Customer Focus -*** Ensure delivery of a high-quality service which meets the needs of

 customers

* ***Can Do Culture -*** Be proactive to achieve excellence, finding solutions and creative

 ways of working

* ***Freedom within Boundaries -*** Make constructive change through cohesive decision making,

 ensuring services are responsive.

## Purpose of job:

* To provide business and administrative support to the Learning and Organisational Development function to ensure the whole training offer is available and accessible by using our systems and processes.

## Main Activities & Responsibilities:

* To work as part of a business support team, providing cover when needed, and ensuring the team is proactive, responsive, flexible, efficient and has a strong customer focus. Provide high quality customer service, responding to queries and providing advice and guidance in a timely manner.
* Arrange the booking of new training events with in house or external trainers and venues. Including using our booking systems to set up training event bookings, mark attendance ensuring consistency and accuracy of information entered.
* Monitor and check training event bookings on a regular basis to ensure courses are filling, notify L&OD Managers when courses are full, or not filling, so that appropriate action can be taken to cancel or promote or put on additional events.
* Provide business support to the L&OD Administration Team Leader & HR Business Partners to ensure that all the wellbeing events are set up ready for promotion, including setting up the events on the LMS, liaising with suppliers to ensure all virtual links are added and rooms are booked.
* Be the first point of contact for any L&OD team queries by phone or inboxes, finding solutions to resolve queries.
* Respond to myLearning queries using existing standard response templates.
* Encourage customers to use the Chatbot and other digital support resources to provide a speedy resolution
* Complete initial investigations through asking scripted questions and reviewing learner accounts in myLearning before triaging queries onto data coordinator and digital learning team
* Provide administration support in interrogating myLearning to provide colleagues in HR and the wider organisation with Mandatory Learning queries that may need further investigation
* Work with the L&OD Advisors to provide the data and information in agreed formats to support these Mandatory Learning queries
* For Performance reviews, provide administration support on queries and procedural enquiries acting as support for colleagues in the L&OD and HR team and the wider organisation
* Liaise and effectively communicate with staff, managers and senior managers in a variety of services internally and externally regarding our L&OD offer to support issues and queries.
* Provide training booking, attendance, cancellation and other course information as needed by the L&OD Managers for planned CQC and Ofsted reports, ad hoc request or wider team reporting requests.
* Use finance systems to raise purchase orders, set up and process invoices, complete journal transfers and coding for payment.
* Maintain trackers that provide reporting on forecasting and spend for the L&OD Managers and finance to support, in keeping within the various devolved budgets. Tracking income and spend in accordance with any funding/grants, ASYE, PE, Student and other rules.
* Keep up to date which courses require pre-course materials and/or post course emailing of slides and handouts to delegates and action accordingly.
* Work with managers and service leads using stakeholder engagement skills to gather requirements for learning solutions that meet the L&OD need to inform the LNA and/or the tender specification. Undertaking market research to support bespoke requirements; whilst always maintaining efficient use of funds.
* Support service experts with the development of training materials to ensure correct branding, accessibility and they support adult learning theory.
* Use Excel to develop data for analysis using a variety of tools and data manipulation techniques within the spreadsheet software for SLT data packs, Mandatory Learning, Ofsted and CQC.
* Provide administrative support for procurement activity as required, including set up of quote/tender documentation, supporting the drafting of contracts and ensuring that the contracts are signed and filed.
* Using systems (In-tend) to provide business support for the tender process, being the first contact for any queries from suppliers and tracking the tender documentation.
* Support the apprenticeship strategy by keeping records up to date, accessing systems and databases to record information on all apprentices, which includes confidential personal identifiable information.
* Take responsibility for recording finance information relating to apprenticeships on relevant online databases and internal records.

## Generic Accountabilities:

1. To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff in their development and training.
2. To undertake other such duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job.
* To undertake health and safety duties commensurate with the job and/or as detailed in the Directorate’s Health and Safety Policy.
* The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the Council’s Equality and Diversity Policy.

## Contacts:

 In all contacts the post holder will be required to present a good image of the Directorate and the County Council as well as maintaining constructive relationships.

Internal: (example) Elected Members, Directors, Assistant Directors, senior managers, management teams, managers and staff across all Directorates, project staff, governors, headteachers, teachers, support and other school-based staff

External: (example) District & County Councils, Government agencies and departments, healthcare professionals, PCT, Police, Fire, Probation Service, educational settings, suppliers, contractors, service providers,

statutory and voluntary organisations, service users, clients, customers, parents and pupils, members of the public, volunteers

## Additional Information:

* The Council reserves the right to alter the content of this job description, after consultation to reflect changes to the job or services provided, without altering the general character or level of responsibility.
* Reasonable adjustments will be considered as required by the Equality Act.

Author: Serina Hadley Date: 5th July 2023

Date of grading confirmation: 12th July 2023

Updated: Jules Perks Date: 3rd June 2024

Head of Learning & Development Grade checked: 11 June 2024

 Update 9 June 2025

\* WCC is aiming towards a 5-level management organisational structure with level 5 being the Chief Executive.

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# PERSON SPECIFICATION

**Job Title:** Learning and Organisational Development (L&OD) Business Support Officer

**Directorate & Section/Unit:** Chief Executive Unit, HR, Digital & Communications

**Salary Grade:** Scale 4

## EXPERIENCE:

It is **essential** that the post holder has:

* Considerable experience of working in an office environment, including the production of correspondence and reports, filing, arranging and minuting meetings, diary management.
* Considerable experience of administering apprenticeships using the digital apprenticeship service (DAS) internal spreadsheets and record keeping
* Considerable experience of dealing with verbal and written queries on a variety of L&OD subjects
* Demonstrable experience of dealing with and finding solutions to incoming queries via phone and email
* Demonstrable experience of administration support for the procurement of goods or services
* Experience of collating information, data and research on bespoke topic and presenting for review
* Considerable experience of effectively managing bespoke pieces of work including tracking and chasing of others contributions
* Considerable experience of managing own work through, planning, good organisation and dedication to completing tasks in a timely manner
* Demonstrable experience of using financial systems to raise and process invoices
* Demonstrable experience of administering financial systems

It is **desirable** that the post holder has:

* Experience of working in a L&OD environment
* Experience in working within local government.
* Demonstrable experience of gathering requirements to feed into the commissioning of training/learning solutions
* Considerable experience of working effectively within a virtual/hybrid team

## KNOWLEDGE, SKILLS AND ABILITIES:

It is **essential** that the post holder has:

* Detailed knowledge and ability to use a range of information technologies, Microsoft office applications including Word, Excel, PowerPoint, Teams
* Ability to produce clear, concise, and accessible documentation to a range of audiences using Word, Excel and PowerPoint
* Working knowledge of financial system to raise and process invoices
* Ability to collaborate with colleagues within the team to ensure a joined-up approach that is consistent, relevant and follows best practice
* Ability to plan; prioritise and organise workloads to meet challenging deadlines to achieve outcomes
* Ability to find solutions to problems
* Ability to process information quickly and perform a variety of tasks in a given time
* Ability to work with external contractors/suppliers to deliver services to customers

It is **desirable** that the post holder has:

* Working knowledge of financial system to raise and process invoices
* Working knowledge of Training Event booking systems or Learning Management systems (LMS)
* Ability to use Outlook to send and manage calendar invites for meetings and training events
* Ability to use Microsoft Teams to set up events and meetings and being able to use all the functionality of Teams

## QUALIFICATIONS/TRAINING & DEVELOPMENT:

It is **essential** that the post holder has:

* A level 3 qualification or equivalent compensatory experience
* Level 2 qualification in IT packages and systems or equivalent evidence of excellent IT skills in Microsoft Office and packages

It is **desirable** that the post holder has:

* A recognised customer service qualification or equivalent demonstrable experience

## ADDITIONAL INFORMATION

It is **essential** that the post holder has:

* A commitment to providing a consistently high standard of customer service
* A positive and pro-active attitude to the provision of the service whilst consistently being initiative driven
* A professional, friendly, enthusiastic, positive and can-do attitude

• Commitment to on-going personal and professional development

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