

JOB DESCRIPTION

Job Title: Learning & Organisational Development (L&OD) Adviser

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

Reporting to: L&OD Manager

Responsible for: N/A

Salary Grade: PO1

DMA Management Level: N/A

Number of Direct Reports: 0

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 specialist L&OD advice and guidance across the organisation
- To lead on the ongoing learning needs analysis (LNA) work, associated budgets and reporting
- To lead on the cycle of organisational performance reviews including all reporting
- To lead on the evaluation structure for L&OD across the organisation

Main Activities & Responsibilities:

- Undertake the scope of LNA requirements across the organisation focusing especially on CQC and OFSTED regulated areas.
- Commission, contract and tender through the internal procurement processes where external providers are required for the delivery of training.
- Complete reports of activity and spend for both adults and Childrens and other directorates as requested on an agreed schedule.
- Act as custodian of the adults and children's budgets maintaining accurate records.
- Project manage the performance review cycles as determined by the organisation liaising with IT and other colleagues to make best use of systems.
- Implement and manage the performance review outcome consequences alongside HR colleagues.
- Working with the L&OD data coordinator produce accurate reporting to support COG/SLT ongoing information

- Take responsibility for communication and marketing the L&OD agenda across the team, working with Communication and Engagement colleagues where needed.
- Take responsibility for report writing on an agreed schedule to provide information on activity and spend.
- Support the roll out of the coaching and mentoring programmes working with the L&OD Facilitators and L&OD Admin Team Leader
- Lead areas of the workforce strategy to support culture change
- Work with the Digital Learning design team and L&OD Facilitators to consider alternative options for L&OD delivery
- Take responsibility for the ongoing management of the L&OD web pages and update as needed
- Take responsibility for the ongoing maintenance of L&OD policies and procedures
- Provide advice and solutions regarding L&OD across the Council

Generic Accountabilities:

- 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
- 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: Elected Members, Directors, Assistant Directors, senior managers, management teams, managers and staff across all Directorates, project staff.

External: District & County Councils, suppliers, contractors, customers, external training providers

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: Jules Perks
Head of Learning & Development

Date: 03 June 2024
Date of grading confirmation: 11 June 2024
Updated: 19 August 2024

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

PERSON SPECIFICATION

Job Title: Learning and Organisational Development Adviser

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

Salary Grade:

EXPERIENCE:

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

- Substantial experience of commissioning L&OD training interventions both online and in person.
- Substantial experience of using Microsoft products to produce all aspects of the role
- Substantial experience of working as a business partner to support all levels of organisation with L&OD plans
- Substantial experience of monitoring and evaluating training.
- Substantial experience of working in a L&OD environment, preferably local government
- Substantial experience of supporting bespoke L&OD making use of best practice and current key themes
- Considerable knowledge of performance management interventions

KNOWLEDGE, SKILLS AND ABILITIES:

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

- Expert knowledge of L&OD activities
- Expert knowledge in the tools and techniques to deliver L&OD across a multi site and multi discipline organisation
- Expert knowledge in the monitoring and evaluation training.
- Excellent IT skills, including MS office.
- Ability to engage and motivate customers when managing change processes.
- Ability to work to deadlines and within defined quality standards.
- Ability to deal sensitively and appropriately with confidential information.
- The ability to produce documentation in a clear and concise way and to a range of audiences
- Strong personal and inter-personal skills including team building, communications, motivation, leadership and the ability to develop and maintain effective partnership working.
- Resilient and deals positively with change.
- Works flexibly, efficiently and effectively, reducing costs and eliminating waste.
- Takes ownership of own work area and the development of others.
- The ability to plan, budget and programme tasks and work unsupervised and develop and implement new systems.
- Committed to excellence.
- Strives to build effective working relationships with team members and stakeholders.

QUALIFICATIONS/TRAINING & DEVELOPMENT:

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

- Level 6 qualification or equivalent L&OD demonstrable work experience
- Evidence of ongoing L&OD CPD to include other qualifications or courses of study relevant to the field.

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

- Level 5 or 7 L&D qualification or equivalent demonstrable work experience
- Professional project management qualification or related discipline (or ability to demonstrate skills at the required level).
- A Level 2 qualification in Essential Digital Skills or evidence of excellent IT skills in Microsoft Office.

ADDITIONAL INFORMATION:

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

- A commitment to equal opportunities, anti-discriminatory and anti-oppressive practice.
- A commitment to training and professional development.
- Ability to travel.
- Integrity and respect for confidentiality.
- Commitment to work as part of a team.

Author: Jules Perks
Head of Learning & Development

Date: 03 June 2024
Date of grading confirmation: 11 June 2024
Updated: 19 August 2024