

Learning and Development Adviser

Department	Human Resources and Organisational Development
Pay Grade	G7
Responsible to	Head of HR and OD

Role Purpose

To support and respond to the learning and development needs of the Council's workforce and Elected Members, by co-ordinating and / or delivering training across all levels of the organisation to ensure:

- The Council's employees are given the knowledge, understanding, practical skills and motivation to carry out their work-related tasks efficiently.
- The Council's employees are given development opportunities that will enable them to fulfil their potential with the Council and contribute fully to meeting the objectives and targets of the Council's corporate plan.

Role Specific Responsibilities / Accountabilities

- To maintain an up-to-date knowledge of good practice in the field of learning and development and its possible application within the Council to support service delivery and maintain high standards.
- To design, develop and deliver tailored in-house training and development programmes; including, but not limited to workplace soft skills, Wellbeing and ED&I (Equality, Diversity and Inclusion) training.
- To work with the Head of HR & OD, and managers across services to identify and prioritise learning and development needs to ensure that the Council's employees are given the knowledge, skills and motivation they need to carry out their roles efficiently.
- To support managers and employees in understanding apprenticeships and professional qualifications and matching them with the 'best fit' course for the individual.
- To create development opportunities for employees to enable them to fulfil their potential with the Council and contribute fully to meeting the objects and targets of the Council's corporate plan.
- To support and encourage the development of a continuous improvement culture across the organisation and the promotion of equality of opportunity to align with the Council's Workforce Strategy.
- To promote a corporate learning and development environment and support managers to develop skills, for example, encouraging managers to undertake regular one to ones, produce personal development plans and identify competencies.

- To support the Head of HR and OD in commissioning and managing external training providers, where appropriate, ensuring course content meets the needs of the Council.
- To devise and maintain systems to collect, analyse, evaluate and validate the effectiveness of learning and development activities, including the preparation of statistical information.
- To maintain the Council's Learning Management System and to ensure that content is up to date and relevant.
- To ensure that learning and development information is entered into the relevant information system and that individual training records are regularly maintained.
- To carry out such other duties that may reasonably be required.

Knowledge, Skills and Qualifications

Minimum knowledge, skills and qualifications required to perform this role; relevant experience may be a substitute.

Essential Criteria

- An understanding of the principals of adult learners and the training cycle
- Experience of designing and delivering learning using a variety of methods
- Experience of building relationships with; communicating with and presenting to a wide range of stakeholders
- Experience of working effectively as part of a team
- Understanding of apprenticeships and the apprenticeship levy.
- Ability to manage time effectively and plan and prioritise workload
- Ability to be flexible in approach to service delivery and customer service
- Strong organisational skills and the ability to prioritise

Desirable Criteria

- Have facilitated learning needs analysis and consulting with people on learning and development requirements.
- Designed and delivered e- learning/online learning and other blended resources for personal and people development
- CIPD or similar, relevant qualification; or willingness to undertake
- Understanding of psychometric assessment tools and relevant qualification, or willingness to undertake.

Appendix

Generic Employee Responsibilities / Accountabilities

- Contribute to the delivery of the corporate objectives of the Council developing good working relationships to promote the interests and reputation of the Council building a positive image of the organisation.
- Participate in a culture of learning, collaborative working and excellence to build a culture of high performance, which inspires and supports the delivery of the Council's Corporate Plan.
- Ensure that all duties are carried out in compliance with relevant statutory processes, corporate policies and the Council's constitution.
- Proactively seek opportunities to continuously improve ways of working and Council services by evaluating activities to enhance performance.
- Promote equality, diversity, inclusion, access to services and tackling discrimination both within and outside the Council to ensure there is a clear and consistent focus across the organisation and its partners in delivering an inclusive customer experience to all.
- Generally, to comply with all Health and Safety policies and guidance ensuring the required mechanisms are used and to support the promotion of a culture of good health, safety and welfare, especially if nominated or appointed specifically to carry out simple checks at your place of work and log the activity.
- Follow the Council's safeguarding procedures and promote the welfare of children, young people and vulnerable adults across Council services.
- Participate in risk management in service areas and follow required reporting procedures, as appropriate, to minimise risks to people and the Council's operations.
- Follow and adhere to all Data Protection procedures and processes in accordance with relevant legislation ensuring all personal data of employees, members of the public and clients is used appropriately and retained within guidelines.
- The Returning Officer in this constituency is responsible for the election process. There is an expectation that Council employees will, as reasonably requested to do so, assist the returning officer in election processes.
- In the event of a major incident or disaster you may be required to assist in whatever capacity to provide the necessary organisation, co-ordination and supply of resources to support the local emergency services or other services within the council and relevant partner organisations.

Generic Employee Behaviours

Our behaviours framework links to our values and identifies the core knowledge, skills, behaviours and attitudes we require from our people to deliver services.

Customer Focus

- Deliver a high standard of customer services
- Develop effective customer relationships

- Improve customer service to meet local needs and aspirations

Achieving Excellence

- Strive to be excellent
- Deliver increasing efficiency / effectiveness
- Use taxpayers' money wisely to deliver the highest quality services to the satisfaction of our customers

Our People

- Work collaboratively together as one team
- Invest in own performance and career and support colleagues
- Work creatively and responsibly