

Learning and Development Digital Officer

Grade 8

Our Vision

An innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy.

Our Outcomes

We want everyone in Staffordshire to:

- Have access to more good jobs and share the benefit of economic growth
- Live in thriving and sustainable communities
- Be healthier and more independent for longer

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

- Ambitious – We are ambitious for our communities and the people of Staffordshire
- Courageous – We recognise our challenges and are prepared to make courageous decisions
- Empowering – We empower and support our people by giving them the opportunity to do their jobs well.

About the Service

People Services are responsible for the delivery of a range of People related activities including Organisational Development, Learning and Development, Employee Relations, Policy development, Reward, Resourcing, Change Management and Health, Safety and Wellbeing.

People Services are also responsible for the development and delivery of the People Strategy, focusing on the four main pillars; Keeping and attracting talented People; Promoting a positive working environment, Developing skills for now and the future, and Developing leaders for now and the future. All that we do focuses on how we will develop the right culture, support and skills to keep making a difference for Staffordshire's communities.

About the Role

The Learning and Development Digital Officer will identify and/or design highly effective digital and distance learning solutions, products and programmes to fulfil identified learning requirements. They will create effective and appropriate on-brand learning materials and assets to be used through digital platforms and facilitate the online availability of relevant learning opportunities for all staff.

They will deliver products and solutions on time, to agreed quality standards, within agreed costs in order to support the delivery of the People Strategy across the Council. They work effectively with People Services colleagues, key stakeholders, line managers and/or suppliers to design and deliver learning across the organisation and to evaluate impact and success.

This post is designated as a Casual car user.

Reporting Relationships

Responsible to: Learning and OD Manager

Responsible for: No direct or indirect reports

Key Accountabilities:

Under the general direction of the Learning and OD Manager;

1. Working with SMEs across the organisation, design and deliver creative and innovative learning material in line with accurate content based on 'best practice', to improve performance and knowledge bases for all staff.

2. Provide project management, content support and design for online and distance Learning and Development initiatives and other specific digital People Strategy activities as required.
3. Using established tools and principles and technical expertise of learning platforms and SCORM standards to undertake learning needs analysis within the business as and when required to support managers and staff in maintaining and improving performance against agreed objectives.
4. Develop relationships across the business, engaging regularly with key stakeholders to identify, develop and promote online and distance L&D activity and understand their preferred approach and needs, adapting where necessary to ensure inclusion and accessibility.
5. Provide on-going reports, advice and/or support to the L&D Manager and Directorate L&D coordinators on L&D priorities, scheduling and all other relevant L&D related issues.
6. Support the OD and L&D Manager in the creation of a forward plan for digital learning and online and distance delivery based on demand and strategic priorities in line with the People Strategy.
7. Lead on the maintenance, development and future proofing of the digital and online learning platform and its content, ensuring that any changes in need or environment are rapidly incorporated into online content.
8. Develop and socialise online toolkits to support learning in required areas, producing high quality materials accessible to all learning styles and audiences.
9. Create and maintain effective dashboard reporting on the learning system to assist organisation to monitor trends and highlight areas of interest to both People Leadership Team and Business Areas.

Service Accountabilities:

- Coach and influence leaders across the organisation to build trust and cohesion and to consider the ethical impact of their decisions in the short, medium and long term.
- Role model and promote ethical leadership, professional principles and values across the service and wider organisation.
- Visibly role model your own professional development and promote a learning culture. Ensure continuing, personal and professional development, taking ownership and accountability for staying up-to-date and professionally registered with the CIPD.
- Champion the People Service and Strategy, driving discipline to support the People Services Operating Model including feedback and continuous improvement.
- Develop strong and effective working relationships with colleagues from across People services, sharing knowledge and information to ensure the delivery of an excellent service to our customers.

Professional Accountabilities:

The post holder is required to contribute to the achievement of the Council objectives through:

People Management

Engaging with People Management policies and processes

Equalities

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

Climate Change

Delivering energy conservation practices in line with the Council's climate change strategy.

Health and Safety

Ensuring a work environment that protects people's health and safety and that promotes welfare, and which is in accordance with the Council's Health & Safety policy.






Safeguarding




Commitment to safeguarding and promoting the welfare of vulnerable groups.

The content of this Job Description and Person Specification will be reviewed on a regular basis.

Person Specification

A = Assessed at Application
I = Assessed at Interview
T = Assessed through Test

Minimum Criteria for Disability Confident Scheme *	Criteria	Measured by
 	<p>Qualifications/Professional membership</p> <p>Degree or equivalent level qualification in learning and development or related area</p> <p>Working towards or willing to work towards the CIPD qualification*</p> <p>*CIPD Profession Map: This position is working at a Foundation level of the CIPD Profession Map which will be used to develop the post holder and assess performance</p>	<p>A</p> <p>A</p>
  	<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Demonstrable knowledge of learning platforms and ability to use SCORM standards to produce digital learning • Experience of identifying learning and development needs and the design of suitable interventions • Experience in learning delivery, facilitation or collaborative learning activities • Experience of working with internal and external customers to schedule and administrate Learning & Development activities • Understanding of learning methodologies and the principles that underpin the design of face to face and virtual learning • Experience of managing customer, partner and provider relationships, preferably within a learning context • Experience of contract management • Experience of co-ordinating projects 	<p>All by A/I</p>

  	<p>Skills</p> <ul style="list-style-type: none"> • Ability to communicate effectively with colleagues and partners at all levels • Actively seek and listen to diverse views and opinions • Excellent oral and written communication skills • Ability to identify sources of evidence/data and analyse information and present this in a clear manner • Ability to work proactively and autonomously with minimal supervision • Focused and passionate about delivering high quality customer focused outcomes with a positive approach to getting the job done • Practical and logical; able to research possible solutions and to solve problems quickly • Resilient with an ability to manage time and workload pressures • Excellent ICT skills including M365 and digital platforms • This post is designated as a casual car user 	<p>All by A/I</p>
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If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job centre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, braille, another language on cassette or disc, please ask us by contacting Talent & Resourcing Team 01785 278300