Staffordshire County Council

Learning and Development Officer

Grade 8

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 Officer will identify and/or design highly effective learning solutions, products and programmes to fulfil identified facilitated learning requirements. They will create effective and appropriate, on-brand learning materials and assets to be used through instructional methods and work with others to deliver timely and 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.

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Reporting Relationships

Responsible to: Learning and OD Manager

Responsible for: No direct or indirect reports

Key Accountabilities:

1. Provide project management, support and events co-ordination for Learning and Development initiatives and other specific People Strategy activities as required.

2. Using established tools and principles, undertake learning needs analysis within the business as and when required to support managers and staff in maintaining and improving performance against agreed objectives.

3. Develop relationships across the business, engaging regularly with key stakeholders to identify, develop and promote L&D activity and understand their preferred approach and needs, adapting where necessary to ensure inclusion and accessibility.

4. Provide on-going reports, advice and/or support to the Learning and OD Manager and Directorate L&D coordinators on L&D priorities, scheduling and all other relevant L&D related issues.

5. Support the Learning and OD Manager in the creation of a forward plan for learning, development delivery based on demand and strategic priorities in line with the People Strategy.

6. Lead on the development, co-ordination and facilitation of the corporate and manager induction process to ensure effective and inclusive onboarding for all new entrants or new managers within the organisation.

7. Develop and socialise toolkits to support learning in required areas, producing high quality materials accessible to all learning styles and audiences.

8. 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.

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Person Specification

Qualifications/Professional membership

- Degree or equivalent level qualification in learning and development or related area
- Working towards or willing to work towards the CIPD qualification*

*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

Knowledge and Experience

- 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

Skills

- 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

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