

Northumberland County Council
JOB DESCRIPTION

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| Post Title: Learning & OD Adviser (Adult Social Care) | | Service: Human Resources and Learning & OD | | Office Use |
| Band: 7 | | Workplace: County Hall, Morpeth/Agile | | JE Ref: 4115 |
| Responsible to: L&OD Coordinator - Training & Learning | | Date: March 2022 | Job Family: HR/ Training | |
| Job Purpose: Provide advice and support to partnership boards, line managers and employees across a range of Learning and Organisational Development services, with a particular focus on adult social care services e.g. training & learning solutions, statutory skills training, accredited & professional learning, Information, Advice & Guidance, workforce planning and development etc. Develop and deliver staff development and training. | | | | |
| Resources | Staff | | | |
| | Finance | The post has no budgetary responsibilities the postholder will provide advice on staff training and development expenditure and the procurement and supply of training and development goods/services to directorates and partnership boards e.g. contractual obligation and changes associated with commissioned services, ESFA, DAS and other Contracted Providers which have a significant impact on directorate spending. | | |
| | Physical | Physical skills obtained through practice. Standard keyboard skills. Ability to travel as the role is carried out on a county-wide organisational basis. | | |
| | Clients | Ensure compliance with relevant legislation, developing and ensuring that council policies and procedures reflect legislation and best practice. | | |
| Duties and key result areas: | | | | |
| <div>1. Deliver a comprehensive range of L&OD services and provides advice and support to managers and staff on the application of HR/OD policies and procedures to ensure that the Council/organisation adheres to best practice and current legislation.</div> <div>2. Act as a first point of contact in providing operational L&OD advice and guidance to managers and staff in management of workforce development, training and learning, performance and capability improvement, talent management, succession planning, widening participation and post-qualifying professional development, etc.</div> <div>3. Communicate sensitive and complex information to learners through effective and engaging pedagogical approaches</div> <div>4. Lead on the investigation, identification and development of training needs, including the use of a cross-organisational Training Needs Analysis (TNA) where appropriate</div> <div>5. Work in partnership with other organisations' training and professional staff in collaborative training arrangements, identifying where collaborative training can be facilitated and identification of potential sources of funding.</div> <div>6. Coordinate and contribute to external validation, assessment and regulatory inspections activities, providing good quality, accurate and timely information relating to training and learning e.g CQC, OfSTED, External Verification, HEi Validation, EFSA Audit and Inspection, etc</div> <div>7. Lead on the instructional design, commissioning and delivery of learning and development solutions taking into account latest research, best practice and innovative models and frameworks appropriate for the context.</div> <div>8. Provide L&OD consultancy support to internal and external customers, services, manager and staff on the analysis, diagnosis and design of L&OD interventions</div> <div>9. Required to explain, persuade, influence, negotiate and use empathy and tact whilst dealing with managers, staff and staff side representatives in regards training, learning and workforce development requirements.</div> <div>10. Advise managers and staff on statutory and mandatory learning requirements and works in partnership with managers in order to meet the council's targets for completion.</div> <div>11. Provide professional information, advice and guidance (IAG) and support to internal and external customers in relation to educational progression, workforce development, career transition and progression, etc.</div> <div>12. Advise managers on performance management best practice including the review of the Council's Learning & Development and Performance Review Policy.</div> <div>13. Analyse situations and makes judgement on a range of HR.OD issues e.g. change management, capability, probationary period, performance management, redeployment.</div> <div>14. Co-ordinate activities which include interdisciplinary and multidisciplinary training, partnership meetings, conferences and events, etc.</div> <div>15. Plan a series of meetings in a prescribed timeframe to ensure the achievement of learning outcomes, learner progress and achievement and/or end point assessment</div> <div>16. Work in partnership with managers to develop effective solutions to workforce development issues through the effective use of questioning, listening and coaching skills.</div> | | | | |

17. Understand and advise on relevant legal and ethical frameworks, terms and conditions of service and Council policies and procedures.
18. Support the implementation of the Council's HR Strategy/Workstreams and leads on designated projects/specialist areas as directed by HR line managers.
19. Devise and deliver training and development programmes to support policy implementation with the aim of assisting managers in their role of managing staff effectively.
20. Prepare management information to support departmental performance.
21. Produce written reports relating to the evaluation of training programmes
22. Attend, represent and take part in meetings in a formal note taking capacity, transcribing minutes for use in future process ie Partnership Boards, Quality Assurance Networks, Regional Training Groups, etc.
23. Responsible for updating and maintaining own case-load and filing system including learner progress and achievements.
24. Undertake surveys and audits necessary to own work and specific audit projects to improve area of service.
25. Deliver both formal and informal learning and training using a variety of approaches e.g. formal didactic, virtual, on the job, one to one, coaching, instruction, etc
26. Promote concepts of equality of opportunity and management of diversity, ensuring that HR/OD practices are transparent and non-discriminatory.
27. Develop and maintain appropriate work records to the required service standards, observing data protection, privacy and confidentiality rules and procedures
28. Provide support and advice to relevant officers across the Council in developing and implementing effective development programmes and supporting managers to embrace an ethos of developing people.
29. Develop and maintain positive collaborative relationships with all relevant internal and external stakeholders to ensure the successful delivery and implementation of strategic organisational development interventions within deadlines
30. Actively promote and represent the interests of the County Council in relation to service activities and policies at local, regional and national level, as appropriate.
31. Committed to professional self-development making full use of training and development opportunities identified through appraisal. To ensure job knowledge is updated by participating in educational opportunities, reading publications, attending team meetings and participate in and maintain professional networks.
32. There will be a requirement for unsupervised contact with children / young people in this post whether through teaching, advice and guidance, general or technical support.
33. Attend and contribute to relevant committees, meetings, seminars and participate in task groups as required.

The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

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| Physical requirements: | Sedentary office work with occasional need to stand, walk and lift. |
| Transport requirements: | Will involve travel to venues, area offices or training venues throughout the County and further afield on occasion. |
| Working patterns: | Normal office hours. Possible attendance at evening meetings. |
| Working conditions: | Mainly indoors |

Northumberland County Council
PERSON SPECIFICATION

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|---|--|---|------------------|
| Post Title: Learning & OD Adviser (Adult Social Care) | | Service: Human Resources | Ref: 4115 |
| Essential | | Desirable | Assess by |
| Qualifications and Knowledge | | | |
| <p>Qualified to degree level Recognised teaching/training or learning & development qualification - e.g. BEd. PGCE, Cert. Ed, BA(Hons) PCET, CIPD (HRD) or teaching & learning knowledge acquired through relevant training and experience working in a training, teaching & learning environment at an equivalent level.</p> <p>Relevant qualification related to health and/or social care.</p> | | <p>A1 / V1 qualifications. NAPPI trainer or experience working with NAPPI IAG experience, ideally holding and IAG qualification at level 3 or above</p> | A/I/R |
| Experience | | | |
| <p>A sound understanding and demonstrable experience of curriculum development/ learning solutions architecture using modern pedagogical and andragogical approaches to satisfy learning outcomes and/or workforce development needs. Working knowledge of accredited learning and assessment procedures. Previous experience of working within a health and/or social care setting</p> | | <p>Knowledge/experience of working within a large complex public sector environment. Experience of providing teaching and learning within Statutory Sectors (Health, Social Care, Education) Familiar with using learning technologies and developing eLearning solutions Experience of providing facilitated online learning</p> | A/I/R/T /P |
| Skills and competencies | | | |
| <p>Proficient with in depth knowledge of a range of relevant IT packages. Ability to analyse complex information and translate into meaningful reports Ability to analyse and convey complex information to participants of training and development sessions Ability to analyse policy information to ensure that practice is as up to date as it possibly can be. Ability to formulate short, medium and long term training plans linked to organisational and legislative needs/requirements Ability to judge and analyse appropriate courses of action when advising managers and staff. Ability to plan, prioritise and organise workload to meet conflicting and competing service needs. Demonstrate interpersonal skills with an ability to communicate, negotiate and influence a range of staff and management at all levels within the council with the ability to establish links with external organisations both verbally and written using the most appropriate mechanism for the achievement of required outcomes. Presentation skills and techniques and ability to facilitate large and small groups. Ability to organise and manage complex work plans Ability to work on own initiative whilst working to tight deadlines. An effective advocate for the HR service and organisation both internally and externally. Maintain a professional demeanour in stressful and difficult situations.</p> | | | I/R/T |
| Physical, mental, emotional and environmental demands | | | |
| <p>Normally works from a seated position with some need to walk, bend or carry items. Need to maintain general awareness with lengthy periods of enhanced concentration. Developed physical skills where accuracy is important Advanced keyboard skills required due to the need to produce robust reports You may also need to travel between Council and other service provider premises as required for the performance of your duties. You may also be expected to work at any of the council sites.</p> | | | I/R/Q |

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| Motivation | | |
| Commitment to the values of the HR/OD function and to professional development of self and others. Self-awareness Tact and diplomacy Personally receptive to change and effective as a change agent. Enjoy working as part of a team and take actions to promote positive team working. Committed to personal and professional development. Ability to work under pressure and to tight deadlines Dependable, reliable and keeps good time. Models and encourages high standards of honesty, integrity, openness, and respect for others. Helps managers create a positive work culture in which diverse, individual contributions and perspectives are valued. Proactive and achievement orientated | | I/R/Q |
| Other | | |
| Able to meet the transport requirements of the post | | |

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others
 e.g. case studies/visits