**Lancashire County Council** **Job Description**

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| **Post Title:**  Learning and Development Support Officer (Services) | | | | | | |
| **Directorate:** Resources | | | | **Location:** | Cuerden Dept | |
| **Establishment or Team:** | | | **People Services**  **Talent & Performance** | | **Post number:** | E-511-0011 |
| **Grade:** | 7 | | **Staff**  **Responsibility:** | No | **Essential Car User:** | **Y** |
| **Scope of Work – appropriate for this post:**  The core values of the Talent and Performance team are to provide support, guidance and professional development across a range of service areas across the whole organisation to meet the County Council’s Corporate Objectives ensuring employees are trained and skilled to meet business need.  The purpose of this job is to support the commissioning process and where required to train and develop employees, to achieve specific competences that promote safe working practices and legislative compliance by providing relevant learning and development programmes across the council's services. | | | | | | |
| **Accountabilities/Responsibilities – appropriate for this post:**   * Deliver learning and development programmes to LCC employees and some external partners, including programme design. * Liaise with and support the work of the commissioning function and wider service. * Maintain awareness within all relevant occupational and vocationally related fields and participate in continuous professional development opportunities as appropriate. * Undertake specialised technical analytical support activities to assist professional colleagues in delivering more complex services. * Undertake, reviews and evaluations of learning and development programmes, maintain accurate records with collection, processing, and analysis of data to report and present learning management information to services. * Participate as a professional and active member within the Talent and Performance Team and contribute to the promotion of the service to external partners whilst complying with LCC policies and procedures. * Proactively promote the LCC vision and values and safe working practices. | | | | | | |
| * Provide information, advice and guidance to frontline staff and managers by demonstrating occupational knowledge and always applying best practice. * Keep up to date with changes in policy/legislation/contractual requirements to ensure service delivery is effective and complies with appropriate regulations and quality standards. * Undertake other similar duties/responsibilities as required.   **Skills, Knowledge and Experience**   * knowledge of the practical application of specialized processes/procedures relevant to the role. * Relevant vocational qualification or training. * Experience of working independently with relevant specialized systems, equipment and/or IT software. * Analytical skills. * Ability to clearly explain technical issues to non-technical users. * Empathy and sensitivity to the needs of delegates. * Up to date knowledge of relevant policy, technical, regulatory or professional framework. | | | | | | |
| **Additional supporting information – specific to this post:** | | | | | | |
| **Prepared by:** | | **Suzanne Ward** | | | **Date: January 2024** | |

The above form set out the area of work in which duties will generally be focused and gives an example of the type of duties that the postholder could be asked to carry out. **PLEASE NOTE** that this is for guidance only. Postholders are expected to be flexible and to operate in different areas of work/carry out different duties as required.

# Equal opportunities

We are commited to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promotoe this policy in their work.

# Health and safety

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must co-operate with us to apply our general statement of health and safety policy.

**Safeguarding commitment**

We are commited to protecting and promoting the welfare of children, young people and vulnerable adults.

# Customer Focus

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

# Skills pledge

We are committed to developing the skills of our workforce. All employess will be supported to work towards a level 2 qualification in literacy and/or numeracy if they do not have one already.

# Lancashire County Council

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| **Person specification** | | | |
| **Post title: Learning & Development Support Officer (Services)** | | **Grade: 7** | |
| **Directorate: Resources** | | **Post number:** E-511-0011 | |
| **Establishment or team: People Services, Talent & Performance** | | | |
| **Requirements** | | **Essential**  **(E) or**  **Desirable (D)** | **To be identified by: application form (AF),**  **interview (I),**  **Presentation**  **(P), or other (give details)** |
| **Qualifications**  Skills/Craft Qualification in a  Construction/Highways discipline | | E | AF |
| Vocational Assessor award or proven experience of a formal assessment processes | | D | AF |
| CIPD Trainers award (PTTLLS) or equivalent. | | D | AF |
| Health and Safety qualification | | D | AF |
| LGV category C driving licence | | D | AF |
| **Experience**    Proven experience and competence relevant to highway maintenance activities | | E | AF, I |
| Experience in research, design, development, coordination and delivery of employee learning and development and competence-based assessment programmes | | D | AF, I |
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| **Knowledge/skills/abilities**    Good knowledge of Health & Safety principles and practices and the ability to develop and deliver employee training and learning programmes,  aligned with organisational Risk assessments/method statements. | | E | AF, I |
| Ability to communicate effectively (written and oral) at all levels within the organisation. | | E | AF, I |
| Support other team members in the delivery and design of learning programmes. | E | | AF, I |
| Ability to advise, assist and support employees  relative to their learning and development programmes. | E | | AF, I |
| Flexible approach to working hours. | E | | AF, I |
| Good knowledge of IT systems and skills. | E | | AF, I |
| Good knowledge and understanding of the legislative requirements for both construction and transport. | E | | AF, I |
| Ability to research, design, deliver and evaluate programmes of learning. | E | | AF, I |
| Ability to personally develop and adapt own practice to meet the changing individual, organisational and industry requirements. | E | | AF, I |
| **March 2024** | | | |
| **Note: We will always consider your references before confirming a job offer in writing** | | | |
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