

Learning & Development Officer (Business Systems)

Job Description

Post Title: Learning and Development Officer (Systems)					
Directorate:	Resources	Location:	County Hall, Preston		
Service/ Team:	People Services> Talent and Performance> People Development> Systems	Post Number:	E-514-0005		
Grade	9	Staff Responsibility:	None	Essential Car User:	Yes
Reports to:	Learning and Development Manager (Systems)				

Job Purpose

The core values of the Talent & Performance Team are to provide support, guidance and professional development across a range of services within the organisation to meet the County Council's Plan and its Digital Strategy. The Business Systems team support the ambition of 'Thinking Differently' by embracing digital and technological innovation and developing the best possible workforce.

The purpose of this job is to support the design and delivery and evaluation of business systems learning across the organisation. The post holder will develop and deliver high quality training and digital learning resources that help staff use systems effectively, meet organisational requirements and adapt to changes in technology and processes.

Accountabilities/Responsibilities

- ❖ Scope, design, deliver, evaluate and manage the learning and development requirements - in respect of systems training - for LCC staff at all levels and external parties as appropriate, providing technical assistance and specialist training to colleagues to assist in developing their skills and knowledge.
- ❖ Provide technical assistance and specialist training to colleagues to assist in developing their skills and knowledge, whether it be delivered virtually, in the classroom or via digital learning, whilst always maintaining effective relationships.
- ❖ Maintain and develop knowledge of emerging digital learning technologies, including AI-assisted content creation, analytics tools, digital adoption platforms, and cloud-based business systems.
- ❖ Undertake formal reviews and evaluations of learning and development programmes, report and present findings with recommendations for improvements to senior managers.
- ❖ Liaise with external organisations to benchmark good practice.
- ❖ Maintain awareness within all relevant occupational and vocationally related fields and participate in continuous professional development opportunities as appropriate and knowledge share where appropriate.

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- ❖ Carry out internal quality assurance and audit processes.
- ❖ Take a lead role in ensuring compliance with statutory and legislative requirements and ensure they are captured with the training offer.
- ❖ Research and provide technical and specialist advice and guidance as required.
- ❖ Create and maintain digital learning assets to a high standard using current and future approved tools and platforms as they evolve.
- ❖ Proactively recognise opportunities for income generation and improved ways of working and cost/efficiency saving.
- ❖ Actively participate in relevant working groups, project teams and senior management meetings as required.
- ❖ Plan, coordinate and manage projects providing appropriate input, solutions and escalating risks where required.
- ❖ Undertake other similar duties/responsibilities as required.
- ❖ Proactively promote the LCC visions and values and safe working practices.

In addition to the skills knowledge and experience described above, you may be required to undertake a lower graded role as appropriate.

Other

- **Equal Opportunities**
We are committed 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 promote 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 help us to apply our general statement of health and safety policy.
- **Customer Focused**
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.
- **Safeguarding Commitment**
We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.
- **Skills Pledge**
We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and numeracy if they do not have one already.

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Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive**
We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.
- **Innovative**
We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.
- **Respectful**
We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.
- **Collaborative**
We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

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Person Specification

All the following requirements are essential unless otherwise indicated by *

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

Qualifications
<ul style="list-style-type: none">• Degree qualified (or equivalent) in relevant field plus a number of years' experience in a similar role OR significant vocational experience, demonstrating development through involvement in a series of progressively more demanding relevant roles.• Evidence of ongoing CPD in digital learning, business systems, training delivery or relevant technologies*
Experience
<ul style="list-style-type: none">• Minimum of 3-5 years recent experience in a training role, preferably within a business systems or IT environment.• Experience in liaising with relevant personnel at all levels within internal services and external organisations.• Experience in gathering intelligence from various avenues about needs and future growth that meets business objectives and reporting findings to Senior Management*.• Experience of planning, design, co-ordination, delivery and evaluation of training programmes to adults, that meet learning outcomes for different learning styles.• Experience of developing digital learning content using modern authoring tools• Experience of maintaining training documentation, curated content libraries or LMS/LXP-based learner records*.• Experience of adapting content in response to system updates, learner analytics, accessibility feedback or user needs.• Experience of working independently as well as contribute within a team, sharing best practice and ideas with other team members and offering support as and when required.
Essential knowledge, skills & abilities
<ul style="list-style-type: none">• Ability to design, deliver, evaluate and promote programmes of learning to meet business needs.• Ability to interpret user needs, analytics, feedback, and system changes to inform improvements.• Able to organise, motivate and support team members and colleagues in the design and delivery of learning programmes through effective relationship building.• Knowledge of emerging trends in digital learning, AI-assisted content creation, cloud-based business systems and digital adoption practices.

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- Strong interpersonal and relationship skills with an excellent ability to communicate software and technical data information, both verbally and in writing to a non-technical audience.
- Understanding of accessibility standards (e.g. WCAG) and inclusive learning design principles*.
- Flexible approach to working hours and delivery methods.

In addition to the skills knowledge and experience described above, you may be required to undertake a lower graded role as appropriate.

Other essential requirements

- Commitment to equality and diversity.
- Commitment to health and safety.
- Display the LCC values and behaviours at all times and actively promote them in others.
- This is an essential car user post:
You will be required to provide a car for use in connection with the duties of this post and must be insured for business use. In certain circumstances consideration may be given to applicants who, because of a disability, are unable to drive.

Performance Indicators

- Quality of own work against legal, safety and best practice standards.
- Achievement of relevant service targets.
- Adherence to internal/external quality standards if applicable.
- Adherence to policies and procedures.
- Accuracy and timeliness of information recording and processing.
- Customer and stakeholder feedback.