

## Job Description

<b>Position Title</b>	<b>Workforce Development Officer</b>		
<b>Location</b>	Various		
<b>Reporting to</b>	Workforce Development Team Manager		
<b>Grade</b>	<b>G</b>		
<b>Directorate/Section/School</b>	Adult Social Care		
<b>Effective date of JD</b>	<b>5<sup>th</sup> April 2016</b>	<b>JE Job Number</b>	<b>G.2107</b>

### Job Purpose:

To provide a high quality, competitive, commercially aware and cost effective Workforce Development (WD) service to managers and staff of the Local Authority

Work with adult social care senior managers to determine and meet staff workforce development needs through the provision or commissioning of learning and development programmes.

To develop and coordinate learning and development programmes within the workforce development curriculum

Demonstrate and develop professional practice excellence within the team or teams. This may include the supervision and managing of performance of external consultants and/or peripatetic Assessors in accordance with organisational and awarding body requirements.

To provide workplace management and supervision to the workplace trainees and to coordinate their work placements.

### Main Duties & Responsibilities:

Provide a comprehensive and efficient WD service to the adult social care service in accordance with service priorities and the learning and development plan.

Build and manage key relationships to ensure that a satisfactory, cost effective and profitable service is provided.

Provide line management supervision for the workplace trainees, and may in accordance with the needs of the team also offer supervision to workforce development administrators.

Maintain a thorough knowledge and understanding of the business and service environment  
Provide specialist, professional WD solutions to front line and middle managers, staff and external partners in accordance with national and local policy, current legislation and best practice.

Commission, Manage, develop and evaluate projects and workforce initiatives within the specific area specialism and in conjunction with partner agencies and where applicable service users and other stakeholders.

Contribute to the drafting of reports for customer management teams regarding the impact of workforce initiatives on customers meeting their business objectives.

Work with front line and middle managers internally and externally to develop and implement customers Workforce Plans, ensuring they address national/local requirements and responds to team and individual needs

Collaborate and or sell services to organisations such as Health, Education, Police, Probation, Unitary Authorities, District Councils, PVI Sector, Universities, LSC, other training providers, etc.

Liaise with other HR/WD officers and the management team to ensure service provision is consistent, relevant, co-ordinated and planned.

Promote and market WD Services.

Support the implementation and consistent adherence to HR policy and practices to all relevant internal and external customers.

Maintain and develop working relationships with front line managers and staff both internal and external and other WD service providers.

Delegated budgetary responsibility for minor budgets ensuring they are not overspent.

Take responsibility for own Continuous Professional Development to ensure that you are able to demonstrate and develop specialist professional expertise and practice excellence in specific areas for which you are responsible.

Monitor quality of service delivery and respond to customer feedback including complaints.

Any other duties that may be required from time to time.

**Person specification:**

<b>Attribute</b>	<b>Essential</b>	<b>Desirable</b>	<b>Method of Assessment</b>
Experience	<ul style="list-style-type: none"> <li>◦ Experience of delivering practical WD solutions.</li> <li>◦ Experience of working in a customer focussed environment.</li> <li>◦ Experience of working in an environment relevant to the customer base.</li> <li>◦ Minimum of two years post-qualifying experience in Social Work</li> <li>◦ Understanding of National, Regional and Local policy and practice impact on Adult Social Care</li> </ul>	<ul style="list-style-type: none"> <li>◦ Coaching and mentoring other staff.</li> <li>◦ Working in a multi-site complex organisation.</li> <li>◦ Marketing and promotion of WD services.</li> <li>◦ Management of budgets.</li> <li>◦ Working in a public sector environment.</li> <li>◦ Managing and completing projects.</li> <li>◦ Specialist knowledge of People services.</li> <li>◦ Professional knowledge of Learning &amp; Development Theory &amp; Practice.</li> </ul>	<ul style="list-style-type: none"> <li>◦ Application</li> <li>◦ Interview</li> </ul>
Practical Skills	<ul style="list-style-type: none"> <li>◦ Ability to innovate, and problem solve</li> <li>◦ The application of sound judgement.</li> <li>◦ Ability to assimilate and apply policy and legislative requirements.</li> <li>◦ Excellent prioritisation and organisation skills.</li> </ul>	<ul style="list-style-type: none"> <li>◦ Ability to network, persuade, influence and negotiate</li> </ul>	<ul style="list-style-type: none"> <li>◦ Application</li> <li>◦ Interview</li> <li>◦ Assessment</li> </ul>
Communication	<ul style="list-style-type: none"> <li>◦ Excellent inter-personal and communication skills.</li> <li>◦ The ability to write coherently and cogently.</li> <li>◦ The ability to present effectively.</li> </ul>	<ul style="list-style-type: none"> <li>◦</li> </ul>	<ul style="list-style-type: none"> <li>◦ Interview</li> </ul>
Personal Qualities	<ul style="list-style-type: none"> <li>◦ Demonstrate commitment to high quality service delivery.</li> <li>◦ Self motivated.</li> <li>◦ Commitment to team work.</li> <li>◦ The ability to deliver under pressure, on time and to remit.</li> </ul>	<ul style="list-style-type: none"> <li>◦ Empathy and behavioural awareness</li> </ul>	<ul style="list-style-type: none"> <li>◦ Application</li> <li>◦ Interview</li> <li>◦ OPQ</li> </ul>
Strategic Thinking	<ul style="list-style-type: none"> <li>◦</li> </ul>	<ul style="list-style-type: none"> <li>◦ Awareness of strategic priorities of customers and political implications of actions.</li> </ul>	<ul style="list-style-type: none"> <li>◦ Application</li> <li>◦ Interview</li> </ul>
Technology / IT Skills	<ul style="list-style-type: none"> <li>◦ Able to use a range of standard computer applications to support business activity</li> </ul>	<ul style="list-style-type: none"> <li>◦ Experience of Microsoft Office applications, including Excel.</li> </ul>	<ul style="list-style-type: none"> <li>◦ Application</li> <li>◦ Interview</li> <li>◦ Assessment</li> </ul>
Education and Training	<ul style="list-style-type: none"> <li>◦ Professional Qualification and associated registration.</li> <li>◦ Relevant further professional qualification (e.g. Practice Educators Award) or working towards such.</li> <li>◦ Evidence of continuing professional development.</li> </ul>	<ul style="list-style-type: none"> <li>◦ Membership of relevant professional association e.g. CIPD.</li> </ul>	<ul style="list-style-type: none"> <li>◦ Application</li> <li>◦ Interview</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>◦ Needs analysis, designing, developing and delivering</li> </ul>	<ul style="list-style-type: none"> <li>◦ Knowledge of current and emerging trends in WD.</li> </ul>	<ul style="list-style-type: none"> <li>◦ Application</li> <li>◦ Interview</li> </ul>

	<p>WD/Qualifications solutions</p> <ul style="list-style-type: none"> <li>◦ Detailed knowledge and understanding of diverse customer environments and practices.</li> <li>◦ Developing staff through coaching &amp; mentoring.</li> </ul>	<ul style="list-style-type: none"> <li>◦ Theory and practice of workforce planning and human resources strategy</li> <li>◦ Knowledge to interpret relevant legislation for customer base.</li> </ul>	<ul style="list-style-type: none"> <li>◦ Assessment</li> </ul>
Equal Opportunities	<ul style="list-style-type: none"> <li>◦ Commitment to implement and uphold the Council's Managing Diversity policies.</li> <li>◦ Actively challenge discrimination and encourage non discriminatory behaviours</li> </ul>	<ul style="list-style-type: none"> <li>◦ Equality training experience</li> </ul>	<ul style="list-style-type: none"> <li>◦ Application</li> <li>◦ Interview</li> </ul>