

## **Learning and Development Senior Advisor – Technology & Applications**

**Up to £40,060 depending upon experience (NCC Grade K)**

### **Purpose & Impact:**

To contribute to and support the provision of learning and development to help the council to maximise the use of its technology and applications, ensuring that the service is focused on delivering innovative solutions in line with CIPD best practice. To include the Corporate programme, bespoke programmes to meet specific customer needs, technology launches and projects which contribute towards the delivery of the WNC People Strategy.

### **Accountable to:**

Learning and Development Partner. The postholder will also work closely with Digital Technology and Innovation colleagues.

### **Responsibilities:**

1. Design and deliver tailored learning and development interventions to support employee knowledge and engagement with both our existing and new technology and applications, covering Microsoft Office and MS Teams as well as Finance, HR and Social Care systems.
2. Design course materials, user guides, manuals and exercises to aid learning and provide professional advice and expertise to services on innovative learning and development solutions, to increase understanding of technology and applications.
3. Evaluate the effectiveness of training programmes and learning outcomes to review the quality and impact of various interventions, and contribute to and produce management reports, reviewing performance and quality data and taking appropriate action where necessary.
4. Contribute to the development and implementation of an effective Learning and Development Strategy and its review to maintain relevance to business and technology priorities.
5. Interpret and implement the learning and development requirements of the WNC People strategy.
6. Partner with WNC customers to conduct technology focussed training needs analysis/skills audits to identify learning and development needs against business outcomes required.
7. Research options and consult with appropriate stakeholders (internal and external) to propose, develop and deliver a Learning & Development Programme to meet identified needs (focussing on technology). This will include identifying Key Performance Indicators.

8. Contribute to the review and recommendations for change where needed of the Corporate Open Programme, to refresh and update according to WNC business priorities and best practice.
9. Commission external providers to deliver cost effective solutions to identified corporate customer needs and manage the process end to end, in co-ordination with L&D colleagues and in line with Procurement and L&D Policies.
10. Identify updates and contribute to communications for Learning and Development as required to the wider WNC workforce. Includes launch of projects, initiatives, updating intranet pages.
11. Take responsibility for course ownership as allocated to ensure they are regularly reviewed and updated including all materials, processes and communications.
12. Manage people and/or resources aligned to specific pieces of project work for which the post is responsible.
13. Design and deliver courses aligned to recognised occupational and qualification standards where required. Provide development and assessment to meet awarding organisation quality assurance requirements. Set up governance frameworks and procedures for qualifications in order ensure efficiencies and quality standards in partnership with Awarding bodies.
14. Maintain own Continuing Professional Development to ensure that knowledge, skills and work practice is in line with current requirements
15. Support continuous improvement of the Learning and Development Service by seeking regular feedback and professional development opportunities.
16. Working with colleagues across HR (Health, Safety & Wellbeing, Payroll Services, Learning and Development) to deliver one HR service. Monitor quality of service delivery and deal with customer feedback, including complaints.
17. Actively challenge and seek to eliminate any directly or indirectly discriminatory practices or behaviours. Demonstrate awareness/understanding of other people's behavioural, physical, social and welfare needs. Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, and to comply with the policies and procedures relating to health and safety within the service.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

This role is a combination of remote and office based working, our main offices are based at Northampton, Towcester and Daventry, Northamptonshire.

## Our Values



We want all colleagues to THRIVE at West Northants Council, both personally and professionally, as we work to do very best for our residents, service users and businesses. Our THRIVE organisational values underpin how we work and what partners and customers can expect from us.

Hear from members of our Executive Leadership Team on what our values mean to them by watching our short video on [YouTube](#).

**Trust** - we are honest, fair, transparent and accountable. We can be trusted to do what we say we will.

**High performance** - we get the basics right and what we do, we do well. We manage our business efficiently.

**Respect** - we respect each other and our customers in a diverse, professional and supportive environment.

**Innovate** - we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.

**Value** - *We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness.*

**Empower** - we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

**Person Specification:**

The requirements for the role are outlined below and will be part of the selection process.

<b>ATTRIBUTES</b>	<b>ESSENTIAL CRITERIA</b>	<b>DESIRABLE CRITERIA</b>
<b>Education and Qualifications</b>	CIPD L5 qualified (or equivalent , e.g. IT qualification )	CIPD L7 qualified or equivalent
<b>Experience and Knowledge</b>	Experience of contributing to the development and implementation of innovative technology learning/ training strategies.	
	Experienced IT trainer using blended learning approach.	Experience of training in HR, Finance and Social Care systems
	Excellent knowledge of a range of IT systems with core skills in Office 365	
<b>Ability and Skills</b>	<p>Experience in developing learning and development solutions which contribute to organisational goals.</p> <p>Experience of developing learning and development strategies, policies and plans</p> <p>Experience of the evaluation of training and learning needs.</p> <p>Ability to self teach and pick up systems quickly and apply that knowledge to pass on training as required.</p> <p>Ability to tailor communication style to technical and non-technical audience.</p> <p>Understands the IT requirements of users and recommends training.</p>	<p>Experience of effectively managing a training budget.</p> <p>Experience of developing learning and development strategies, policies and plans</p>
<b>Equality, Diversity and Inclusion</b>	<p>Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.</p> <p>Demonstrable commitment to equality, diversity and inclusion in both service provision and employment practices.</p>	