

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Learning and Development Assistant

Learning and Development, Corporate Services

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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Purpose and impact:

To provide support to the Systems Improvement Manager and L&D Business Partners and Head of Organisational Development, taking the lead in the initiation, development and maintenance of a range of systems to support the L&D team in their service delivery.

To support the delivery of key L&D projects supporting the delivery of organisational business and service plans.

Accountable to:

This role is accountable to the Systems Improvement Manager.

Responsibilities:

Main responsibilities	
1.	Provide an initial contact point for customers and handle a wide range of Learning and Development issues, referred by other colleagues or customers.
2.	To edit the Council's intranet and branding Learning and Development material for a consistent and modern L&D Service.
3.	Take an active role in the development and implementation of L&D projects supporting key organisational objectives, including basic eLearning edits.
4.	Act as subject matter expert/super user for the learning management system, interrogating data, manipulating and producing reports and identifying trends and issues (e.g. sickness data).
5.	Administrate the training process across WNC, organise course bookings, room bookings, communicate with delegates and trainers and ensure that evaluation forms are sent out, collated and analysed.
6.	Provide an efficient administrative service, supporting the Learning and Development team and the Head of OD in the continuous development of the administration function, ensuring processes and procedures for example around are efficient and consistent.
7.	Work collaboratively with the rest of the HR team to ensure standard processes and procedures are understood, complied with and amended as required.
8.	Adapt to changing business needs, reprioritising as necessary and working closely with the L&D team to ensure an effective and high value service is provided to our customers.
9.	Sort, refer and respond to standard correspondence and draft, under guidance, responses to formal correspondence. Plan, co-ordinate and implement personal diary and meeting schedules, to ensure that business is completed within service standards and meets business requirements.
11.	To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, though effective use of Office 365 and our internal IT systems and applications.

12.	Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.
13.	Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.

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.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Well-developed interpersonal skills and the ability to deal with customers and colleagues at all levels.	Essential	A, I
Ability to build relationships with colleagues across the business.	Essential	A, I
Able to show initiative and actively solve operational problems and to resolve queries.	Essential	A, I
Excellent organisational skills including ability to absorb new information quickly, manage time and prioritise effectively, including management of your own workload.	Essential	A, I
Demonstrate accuracy and attention to detail.	Essential	A, I
Able to work independently and on own initiative within specified guidelines or processes.	Essential	A, I
Ability to devise and implement new systems and consider improvements to existing systems.	Essential	A, I
Skilled in the use of Microsoft Excel and Microsoft Word packages.	Essential	A, T, I
Ability to work appropriately with confidential and sensitive information.	Essential	A, I
Able to work well under pressure and work in a fast-paced environment.	Essential	A, I
Flexibility to take on new and varied tasks as the need arises.	Essential	A, I
Understanding of a customer focused approach.	Desirable	A, I
Ability to work with a wide range of systems and show initiative and propose solutions to identified issues to maintain an effective service to customers.	Desirable	A, I
Experience of coaching staff in working practices.	Desirable	A, I
Report writing skills.	Desirable	A, I
Basic understanding of data protection requirements.	Desirable	A, I
Ability to share knowledge with managers and other senior staff.	Desirable	A, I

This is applicable to all roles in WNC that are required to use IT equipment: Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Essential	A, T, I
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Knowledge:	Essential / Desirable	Measured by
Thorough understanding of office organisation and record management systems.	Essential	A, I
Knowledge of Learning and Development policies and procedures.	Essential	A, I

Relevant experience:	Essential / Desirable	Measured by
Strong experience of using IT software including Excel, Word & other Microsoft programmes.	Essential	A, T, I
Experience of working in a busy office environment.	Essential	A, I
Experience of working on projects.	Desirable	A, I
Experience of producing management information and written reports.	Desirable	A, I
Experience of working in a HR team.	Desirable	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
Good general education with minimum GCSE C or equivalent in English and Maths, or equivalent.	Essential	A, I, D
General education to 'A' level or degree standard, or equivalent, in a relevant field.	Desirable	A, I, D
Hold or be working towards a CIPD qualification.	Desirable	A, I, D
Microsoft Excel qualification at intermediate or advanced level.	Desirable	A, I, D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Day-to-day in the role:

Hours:	37	Primary work base:	One Angel Square
Job family band:	PS04	Worker type:	Flexible Part-flexible Fixed Field-based worker
Salary range:	£28,716 - £30,251	Budget responsibility:	None
People management responsibility:	None		

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

