

Northumberland County Council
JOB DESCRIPTION

Post Title: Training & Development Officer		Director/Service/Sector: Adult and Children's Services		Office Use		
Band: 8		Workplace: County Hall, Morpeth/Agile			JE ref: 4482	
Responsible to: Senior Manager Social Care Training; Principal Social Workers		Date:		Lead & Man Induction:		
<p>Job Purpose: To identify and prioritise the learning and development needs of staff in the adult and children's social care workforce in conjunction with staff, managers, and sector partners. To identify, commission or deliver high quality workforce development and learning opportunities to meet those needs. To evaluate the impact of development and learning outcomes. To provide advice and support to line managers and employees across a range of social care services including external agencies/partners. To maintain accurate development and learning records and provide statistical reports to senior managers as required. To contribute as required to the Corporate Management of the group, department and service.</p> <p>Deliver an effective programme of change, development and learning that ensures the following key outcomes:</p> <ol style="list-style-type: none"> 1. Learning needs are identified, prioritised and addressed that demonstrably improve outcomes for children, adults and families and align with the NCC OD and learning strategy 2. Every member of the social care workforce has work based objectives, regular supervision and effective appraisals that identify development and learning needs in line with the Organisational development and learning strategy. 3. There is a highly and appropriately skilled and competent workforce whose practice is both lawful and safe. 4. Development and learning needs are met in a way that ensures best value, effective use of internal capacity, is profiled within budgetary limits, and engenders high customer satisfaction. 5. There is strong and effective partnership working that promotes diversity, integrated working, sharing of ideas and learning, value for money, and quality 6. The performance of the service is effectively managed, evidenced against key targets and indicators 7. The adult and children's workforce development is seen to model a new way of learning for NCC, a focus on learning from best practice where appropriate, and consistently promoting innovation better to meet changing customer need 						
Resources		Staff	None			
		Finance	None.			
		Physical	Use of training materials, tools and equipment.			
		Clients	Working closely with staff, partners and key stakeholders to deliver services			
<p>Duties and key result areas:</p> <ol style="list-style-type: none"> 1. Contribute to the detailed analysis, evaluation and prioritisation of development and learning needs within the service to ensure solutions meet identified need 2. Develop appropriate high quality and innovative development and learning programmes to meet identified need 3. Deliver or commission (depending on which offers better value for money) high quality and innovative programmes to meet identified need 4. Ensure mandatory and statutory development and learner programmes are delivered to high standards so that NCC can be assured practitioners are legal and safe 5. Ensure the impact of all development and learning programmes is fully evaluated (through short, medium and longer term follow-up) to ensure continual improvement and development to meet changing needs 6. Regularly map and engage in-house, wider organisational and partner expertise and skills to strengthen capacity, maximise investment in development and promote a culture of internally cascading learning 7. Support and develop staff and managers through appraisal, training and development programmes to ensure maximum benefit is gained and needs met 						

8. Promote and maintain a positive relationship with employees, other directorates, external contacts, and partners to develop a climate of harmonious and constructive employee relations and promote integrated working wherever possible
9. Participate in Directorate, Council, and multi-agency projects that support development and learning.

The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements:	Involves travel to work sites, area offices or training venues throughout the County and further a field on occasion.
Working patterns:	Normal office hours but flexi-hours may apply if staff provide cover. Some standby or call out arrangements may apply.
Working conditions:	Some exposure to working outdoors.

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PERSON SPECIFICATION

Post Title: Training & Development Officer	Director/Service/Sector: Adult & Children's Services	Ref: 4482
Essential	Desirable	Assess by
Qualifications and Knowledge		
<ul style="list-style-type: none"> • Relevant professional qualification at degree level eg: DipSW, Social Work Degree, PGCE, • Detailed understanding of social care legislation, regulations and professional best practice. In particular in relation to child protection, adult safeguarding, mental capacity and statutory assessment processes. • Detailed understanding of adult learning methodology. • Detailed understanding of current national government social care workforce development policy 	<p>Relevant Teaching Certificate IAG experience, ideally holding and IAG qualification at level 3 or above Working knowledge of accredited learning and assessment procedures.</p>	
Experience		
<ul style="list-style-type: none"> • Experience of working within adult and/or children's social care • Experience of analysing workforce needs and formulating action plans to meet customer need. • Recent experience of developing and delivering training and development programmes within an organisation of comparable scope and complexity. • Experience of engaging effectively with groups and building productive partnerships with key stakeholders. 	<p>Experience of project management Experience of leading change processes. Experience of commissioning high quality learning and development programmes Experience of providing teaching and learning within Statutory Sectors (Health, Social Care, Education) Familiar with using learning technologies and developing eLearning solutions. Experience of providing facilitated online learning.</p>	
Skills and competencies		
<ul style="list-style-type: none"> • Ability to manage programmes of activity and projects within clear timescales, milestones and deliverables. • An understanding of how key local, regional and national strategies need to influence workforce development in social care services within NCC • Strong team working skills, and an ability to progress work effectively within the context of a wider programme of organisational development and transformation • Excellent interpersonal, presentation communication skills to explain, advise and influence a wide range of stakeholders • Well developed networking, partnership, advocacy, negotiating and presentation skills that are persuasive and influential with both internal and external stakeholders • Ability to relate effectively to, and command the respect, trust and confidence of, colleagues and other stakeholders • Ability to identify best practice elsewhere and adapt it to meet NCC's needs • Ability to spot opportunities for innovation and different ways of doing things to ensure continual improvement • Ability to commission high quality innovative development initiatives, manage providers' performance and to evaluate their impact • Strong analytical skills and a demonstrable aptitude for developing and translating information into appropriate training development and learning material. 	<p>IT skills and awareness. Financial and commercial awareness, including developing and delivering a business plan, new business development and income generation</p>	

<ul style="list-style-type: none"> • Ability to deliver confidently to challenging audiences or within hostile environments. • Ability to analyse and convey complex information to participants of training and development sessions • Ability to analyse policy information to ensure that practice is as up to date as it possibly can be 		
Physical, mental and emotional demands		
<ul style="list-style-type: none"> • Ability to lift and handle training material and equipment • Emotionally robust and resilient • Confident disposition 		
Motivation		
<ul style="list-style-type: none"> • Highly motivated with a demonstrable 'can do', customer focussed approach • Strong belief in the value of workforce development and learning to improve outcomes for children and young people which is grounded in anti discriminatory practice. • A corporate orientation and a commitment to tackling issues in a non-departmental manner. • Personality, conduct and credibility that engages and commands the confidence of colleagues, Council Members and other stakeholders. 	A passion for innovation and developing new ways of doing things	
Other		
<ul style="list-style-type: none"> • Able to meet the transport requirements of the post 		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits.