

Northumberland County Council  
**JOB DESCRIPTION**

<b>Post Title:</b> Business Support and Training Coordinator		<b>Director/Service/Sector:</b> Place, Business Support	<b>Office Use</b>
<b>Grade:</b> Band 4		<b>Workplace:</b> County Hall	<b>3598</b>
<b>Responsible to:</b> Business Support and Improvement Officer		<b>Date:</b> July 2020	
<b>Job Purpose:</b> To support management in the identification and prioritisation of the learning and development needs of all staff in Local Services, liaising with sector partners and managers and ensuring compliance with council policy, procurement law and government legislation. To identify and commission high quality workforce development and learning opportunities with approved suppliers to meet all staff training needs, ensuring there is a highly and appropriately skilled and competent workforce whose practice is both lawful and safe and maintains service quality and performance standards. To develop and maintain strong and effective partnership working that promotes diversity, integrated working, sharing of ideas and learning, value for money and quality. To maintain accurate development and learning records, including the distribution of certificates as required. To contribute as required to the Corporate Management of the group, department and service through provision of regular reports and updates. To ensure development and learning needs are met in a way that provides best value, effective use of internal capacity and within budget. Regular monitoring of the training budget and advising budget holder of status and issues. To deliver statutory and mandatory training to the Local Services Operatives as required. To provide overarching compliance and governance support in relation to customer feedback, FOI requests and EIR requests in line with current legislation. To provide general business support functions as and when required.			
<b>Resources</b>	Staff	Shared responsibility for training and overseeing apprentices in the team.	
	Finance	Assist with the monitoring of the service's training budget to monitor spend. Raising invoices, ordering goods and services and payment of invoices.	
	Physical	Responsible for the collection, maintenance and interpretation of data. Use of a PC and shared responsibility for office equipment.	
	Clients	Shared responsibility for ensuring services are delivered to the agreed quality standards in relation to training and other business support functions working closely with staff, partners and key stakeholders to deliver services. Development of systems, procedures and service delivery in relation to training administration and delivery and information governance across Local Services.	
<b>Duties and key result areas:</b>			
<ol style="list-style-type: none"> <li>1. Collate, evaluate and prioritise training needs from across Local Services, develop a Training Needs Analysis and produce a Forward Plan of training for the Local Services Group.</li> <li>2. Liaise with operational managers and provide a challenge to ensure that all training needs are identified on a priority risk needs basis.</li> <li>3. Commission high quality and innovative training and development programmes to meet identified needs.</li> <li>4. Monitor the expenditure of the Local Services Training Budget and inform the budget holder of any issues identified.</li> <li>5. Actively engage with training partners and external providers to achieve the most appropriate training for Local Services staff identified within the Forward Plan.</li> <li>6. 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.</li> <li>7. Deal with external sources (clients, suppliers, public, other public bodies) resolving non-routine or contentious issues.</li> <li>8. Research best quality and value from trusted and reliable training providers, negotiating contracts to meet the specific needs of both operational and office based staff.</li> <li>9. Implement the Forward Plan for training needs by organising training sessions, including venue, staff and training providers.</li> <li>10. Coordinate training needs and liaise with Learning &amp; Organisational Development and NAALs to access available training opportunities through the Apprenticeship Levy.</li> <li>11. Act as an ELearning System Administrator and maintain accurate records of completed training and certificates for staff.</li> <li>12. Maintain systems for the recording and maintenance of training certificates.</li> <li>13. Raise orders, requisitions and receipts related to the procurement of training, ensuring compliance with Financial Regulations.</li> <li>14. Prepare statistical and analytical reports and other specialist material for senior management team meetings.</li> <li>15. Attend meetings as required in relation to training.</li> </ol>			

16. Deliver statutory and mandatory training to groups of operational staff in Local Services as required, including the adaption of training materials and methods for the delivery of this training.
17. To organise and deliver the annual highways training event, including identifying event objectives with managers, securing appropriate venues, organising a complex, workable and deliverable timetable for the event and providing facilitation and training during the event week.
18. Review and develop Management Information and Management Information Systems to ensure they meet the changing needs of the service.
19. Act as Link Officer and provide advice and support to Local Services Officers on responses to Corporate Complaints, FOI and EIR requests, including the coordination of responses to complex requests and the use of exemptions, ensuring corporate and legislative compliance and good practice.
20. Liaise with internal and third party bodies as required on information governance issues to ensure compliance with the FOI Act and GDPR legislation.
21. Work with key partners to ensure that shared approaches to information compliance are robust and compatible.
22. Respond to enquiries both verbally and in writing.
23. Provide mentoring to apprentices and new members of staff in relation to training and information governance, alongside other team colleagues.
24. Provide business support duties to colleagues within Local Services and general office support; filing, handling mail, PO and invoice handling, dealing with callers/visitors, photocopying, collation, maintaining and issuing stock in accordance with corporate and service standards.
25. Undertake any other duties and responsibilities consistent with the nature, level and grade of the post.

**Work Arrangements**

Transport requirements:  
Working patterns:

Occasional need to travel to other service locations to carry out duties and attend training meetings, or deliver training  
37 hours per week, day work. Flexible working hours may apply if staff co-operate to provide cover.

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**PERSON SPECIFICATION**

<b>Post Title:</b> Business Support and Training Coordinator	<b>Director/Service/Sector:</b>	Ref: 3598
<b>Essential</b>	<b>Desirable</b>	<b>Assess by</b>
<b>Qualifications and Knowledge</b>		
<p>A good general education demonstrating numeracy and literacy.            NVQ Level 3 or equivalent in a business related discipline            An IT related qualification            Award in Education and Training Level 3            Knowledge of the FOI Act and GDPR            Knowledge of training courses, qualifications and skills competencies required for Local Services staff.            Knowledge of health and safety policies and procedures in Local Services and Northumberland County Council.</p>	<p>Working knowledge of developing and acting as system admin for databases            Training relating to administration duties for ELearning            A knowledge of system analysis</p>	
<b>Experience</b>		
<p>Experienced in liaising with suppliers to organise specialist training courses            Experienced and confident user of projectors/chromebooks/hangouts and other technology to deliver training events.            Experienced and confident at public speaking to facilitate training sessions to operational staff.            Experience of engaging effectively with groups and building productive partnerships with key stakeholders.            Experience of events organisation.            Experience of Budget setting and budget monitoring process.            Experience of the provision, interpretation and development of management information &amp; information systems.            Experience of working closely with senior management for FOI/EIR/Subject Access Requests in an interpretative and advisory role.            Experience of applying FOI/EIR Exemptions and Regulations.            Experience in using MS Office and Google applications on a personal computer to an advanced level.</p>	<p>Experience of developing reports from various data sources            Experience of working closely with senior management in an interpretative and analytical role            Experience of commissioning high quality learning and development programmes            Experience of analysing workforce needs and formulating action plans            Experience of Oracle            Experience of E-Learning</p>	
<b>Skills and competencies</b>		
<p>Strong team working skills, and an ability to progress work effectively within the context of a wider programme of organisational development and transformation.            Ability to relate effectively to, and command the respect, trust and confidence of, colleagues and other stakeholders.            Ability to develop and promote ideas.            Ability to develop and implement innovative suggestions relating to the management and coordination of training across Local Services Group.            Knowledge of FOI/EIR/SAR legislation to enable efficient and timely responses to requests and assist with the use of suitable templates.            Ability to maintain FOI/EIR deadlines by communications with senior members of staff            Communicates clearly, succinctly and correctly, with all levels of staff.            Advanced skills in ELearning, Microsoft Office and Google Apps, demonstrating advanced skills in spreadsheets and presentations.</p>	<p>Ability to spot opportunities for innovation and different ways of doing things to ensure continual improvement</p>	

<p>Ability to organise self and work with minimal supervision.  Able to apply technology in new work-related situations.  Able to follow instructions and procedures with minimal supervision.  Ability to form appropriate relationships quickly.  Works in a systematic and orderly manner.  Knowledge of a broad range of work related tasks and procedures together with the operation of associated tools and equipment.</p>		
<p><b>Physical, mental, emotional and environmental demands</b></p>		
<p>Usually works in a seated position.  Some standing, walking, stretching or lifting.  Regular periods of concentrated mental attention with constant pressure from deadlines, interruptions and conflicting demands.  Contact with the public may result in some emotional demands, particularly in respect to contentious issues relating to FOI / EIR / Subject Access requests.  Some exposure to disagreeable, unpleasant or hazardous conditions i.e. working in Local Services Depot's to deliver training.  Confident disposition.</p>		
<p><b>Motivation</b></p>		
<p>Driven by a desire to improve the effectiveness of the service being proactive in the pursuit of excellence.  A commitment to providing a quality service aligned to corporate objectives.  Challenges the status quo and is innovative in their thinking.  Demonstrates integrity and upholds values and principles.  Promotes equal opportunities and diversity in all aspects of work.  Actively supports and promotes new ways of working  Works collaboratively to achieve team spirit.  Adapts to change by adopting a flexible and cooperative attitude.</p>		
<p><b>Other</b></p>		
<p>Meet the transport demands of the post i.e. use of own vehicle and NCC pool cars for travelling to Depots and other venues in relation to Training delivery duties.</p>		

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