
Job Title:	Learning and Development Officer
Reports to:	Chief Executive Officer
Responsible for:	Staff Learning and Development
Salary	£26,000 (pro rata)
Type of contract:	12 months fixed term contract
Hours	0.6 fte (22.5 hour per week)
Base:	Sandwell & Walsall (+ home working)

Job Purpose

As a Learning and Development Officer, your job is to equip staff with the knowledge, practical skills and motivation to carry out their work activities effectively.

You'll take a strategic approach to training, assessing the skills and knowledge within an organisation and determining what training is needed to grow and retain these skills. You'll either deliver the training yourself or arrange for a third-party trainer to do it.

Main Duties

As a training and development officer, you'll need to:

- identify training and development needs within an organisation through job analysis, appraisal schemes and regular consultation with Senior Management Team, Locality and Project Managers

- Implement the skills escalator programme throughout the organisation
- Identify suitable leadership programmes for aspiring leaders
- Deliver equality and diversity training
- Deliver safeguarding vulnerable adults and children training
- Deliver Train the Trainers programme to specialised staff
- Design and expand training and development programmes based on the needs of the organisation and the individual
- Work with a team to produce programmes that are satisfactory to all relevant parties in an organisation, such as line managers
- Consider the costs of planned programmes and keep within budgets
- Plan and assess the 'return on investment' of any training or development programme
- Monitor and review the progress of trainees through questionnaires and discussions with managers
- Produce training materials for in-house courses
- Create and/or deliver a range of training using classroom, online and blended learning
- Manage the delivery of training and development programmes
- Monitor that statutory training requirements are met
- Evaluate training and development programmes
- Amend and revise programmes as necessary, in order to adapt to changes occurring in the work environment
- Support line managers and trainers solve specific training problems, either on a one-to-one basis or in groups
- Keep up to date with developments in training by reading relevant journals, going to meetings and attending relevant courses
- Research new technologies and methodologies in workplace learning and present this research

Administration

- Maintain and monitor effective and efficient administration systems

General

- Manage own time and resources
- Attend one to one, service delivery and any other meetings as required
- Any other duties as agreed with Line Manager, commensurate to the post
- At all times during employment, to comply with the provisions of General Data Protection Regulations (GDPR) and with any policy introduced by the Company to comply with the Act

Training and Development

- Identify and implement own training and development needs

Health and Safety

- Take reasonable care for the Health and Safety of yourself or others persons who may be affected by your acts or omissions
- Ensure support workers are meeting health and safety requirements in line with company policy and statutory legislation
- Cooperate with the Organisation to comply with any safety rule and/or duty or requirement imposed under legislation or relevant Codes of Practice
- Maintain safe and clean conditions in your working area
- Work in accordance with information and training provided

Equalities

- It is the responsibility of each employee to abide by the Company's Equalities Policy

Person Specification

	Essential	Desirable	Method of assessment
Knowledge and Qualifications	Adult Teaching and/or Assessment Qualification Information Assurance	Safeguarding Vulnerable Adults and Children Equality and Diversity CIPD L & D Qualification at Level 3 or above	A
Experience	Designing and delivering training Experience of recruitment Experience of producing formal written reports and presentations.	Community Development Voluntary Sector	A/I/P

<p>Skills</p>	<p>Interpersonal skills that enable you to work with people at all levels of an organisation, motivate others and change people's attitudes when necessary</p> <p>Written and spoken communication skills that allow you to inform and advise</p> <p>Effective presentation and communications at all levels</p> <p>Ability to plan and prioritise own work and work of others and take day to day decisions within a pressurised environment</p> <p>Ability to give and receive feedback</p> <p>Confident in using a variety of digital platforms and integrated IT systems</p> <p>Ability to work on own initiative but also as part of a team</p>	<p>Ability to analyse and interpret complex information</p> <p>Evaluation and monitoring systems</p>	<p>I</p> <p>A/I</p> <p>A/I/P</p> <p>I</p> <p>P</p> <p>A/I</p> <p>A/I</p>
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Qualities	<p>Committed to Citizens Advice aims, principles and policies</p> <p>Tenacious attention to detail</p> <p>Has high standards for self and others</p>		<p>A/I</p> <p> </p> <p> </p>

Key A = application form
 I = interview
 P = presentation