

Post title	Operational Support, Performance and improvement Assistant
Directorate	Place
Service	Operational Services
Responsible To	Senior Learning and Development Consultant
Number of post holders	2
Acting up/ Secondment	No

Purpose of Job

To positively and actively contribute to the development, coordination and delivery of staff training across a range of functions within Operational Services/Place.

To appraise opportunities for the development of existing, or the introduction of new systems, to enhance service performance and efficiency.

The What - Major Tasks/Job activities

- Actively and positively contribute to, implement and manage training initiatives and projects.
- Analyse and interpret a wide range of qualitative and quantitative data, gathered via ICT systems, health and safety data, delegate feedback and liaison with operational management to evaluate project effectiveness and the achievement of planned outcomes and benefits.
- Assist in delivering required analysis, and in the development and updating of operational reports to support Senior Managers understanding of business performance.
- To provide support to Senior managers in undertaking team training gap analysis.
- Support OSPI team in the implementation of recommendations to improve the Learning and Development function and specific training.
- Update manager on project progress, issues and risks on a regular basis.
- Work with both Front line, Senior Managers, and other stakeholders to develop and enhance systems to improve delivery and impact of training.
- Identify, develop and assist in opportunities to deploy and use existing or new system assets elsewhere across Operational Services.
- Ensure administrative tasks are completed accurately and in a timely manner, including the updates of training records on the database system.
- To support the development and delivery of training to staff across a range of topics (incl. systems and processes, health and safety, implementation of competencies)
- Support Learning and Development team in ensuring that all training deliverables are compliant with any relevant legislation and are aligned to Council policies and values.
- Promote and drive a culture of inclusivity, compliance and continuing professional development.

The How - Knowledge and Skills (E.g. Creativity & Innovation, contacts & relationships, Decision Making)

- The post holder is qualified to HNC level (SCQF 7) or has equivalent relevant experience
- Excellent organisation skills and ability to work proactively and independently
- A strong team focus and excellent interpersonal and communication skills
- Ability to write reports and undertake analysis and commentary on training efficiency
- Expected to develop positive relationships with frontline staff groups to encourage participation in training initiatives
- Maintain a sound knowledge of the Council's processes and functionalities in relevant service areas
- Good standard of literacy and effective written communication skills for writing letters, reports and meeting notes.
- Responsible for maintaining confidentiality when managing files and records
- Working knowledge of Microsoft Office packages.

Environment (Work Demands, physical demands, working conditions, work context)

- Although the post may be exposed to some physical demands and adverse working conditions these will be predominantly within the range of normal office-based activities.
- Required to prioritise their own workload, respond in a timely manner to requests for service information.
- Much of the post holder's work will be to strict deadlines and will be subject to last minute changes, requiring post holder to adopt a flexible approach and re-prioritise other tasks as necessary.
- The postholder will be required to work outside of standard, contracted working hours on occasion based on organisational needs.

Supervision and Management of People (Numbers and type of staff)

The Operational Support Assistant will have no direct line management responsibility.

Resources

- The post holder will be responsible for a range of office equipment and will update and maintain data.
- The post holder will be responsible for using and updating of systems including asset databases.

Health and Safety

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions;
- Co-operating with management and following instructions, safe systems and procedures;
- Reporting any hazards, damage or defects immediately to their line manager; and
- Reporting any personal injury and work related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the Council Health and Safety Policy.