

City of Edinburgh Council job description

Post title	Learning and Development Officer
Directorate	Place
Service	Operational Services
Responsible To	Senior Learning and Development Consultant
Number of post holders	1

Purpose of job

To develop, co-ordinate, deliver and measure staff training across a range of functions within Operational Services/Place, and to support the procuring and managing of external training.

The what - major tasks and job activities

- Responsibility for ensuring the delivery of annual training plans by collaborating with colleagues from L&D and providing planning and scheduling support to staff and managers across the Service.
- Working with colleagues in Operational Services/Place and Business Support to ensure staff and training records are updated.
- Develop a range of training initiatives, both internally and externally, ensuring outcomes are delivered within a time, cost, quality framework.
- Support with contract management by building relationships with external suppliers and setting up training.
- Create reports to review efficiency and impact of training on staff and budgets.
- Raise and process invoices in relation to the use of external training providers.
- Develop effective induction programmes for new staff and create ongoing development plans for existing staff.
- Design and deliver variety of training to staff, in particular to frontline operatives.
- Work with a range of multi-disciplinary teams to ensure staff are competent to carry out specific roles.
- Develop department specific skills matrices in partnership with the various teams within Operational Services/Place.
- Analyse data and monitor and evaluate feedback to assess effectiveness of learning and development activities and develop strategies to improve processes.

- Ensure that statutory training requirements are met, and that all training deliverables are compliant with any relevant legislation and aligned to Council policies and values.
- Identify and help procure external training partners for specialist training delivery and support in managing these relationships.
- Maintain a sound knowledge of legislation and the Council's processes, functionalities and obligations in the service areas.
- Promote and drive a work culture of inclusivity, compliance and continuing professional development.

The how - knowledge and skills, creativity and innovation, contacts and relationships, decision making

- The post holder is qualified to degree level (SCQF 9) or has equivalent relevant experience
- Demonstrable experience of working within a learning and development or similar function
- Demonstrable experience in identifying training needs and developing and implementing training strategies
- Good understanding of e-learning techniques, and where relevant, experience of being involved in the creation and/or delivery of e-learning packages
- A comprehensive understanding of Health and Safety and Policy related legislation relating to relevant Departments
- Experience of developing training schedules in consultation with staff and managers that ensure staff training requirements are balanced against operational needs
- Ability to develop and create bespoke and engaging training materials, and to present and facilitate training to a range of different audiences
- Keep abreast of best practice techniques in respect of learning and development and delivery of training
- Ability to write reports and undertake analysis and commentary on business performance and make recommendations on performance related issues, although final decision responsibility will lie with their manager
- Knowledgeable of the procurement process; writing specifications, evaluating and day to day management of contracts
- Understand the budget planning process
- Track record of delivering agreed outcomes within time and budgets
- Excellent organisation skills and ability to work proactively and independently with minimal direct supervision
- A strong team focus and excellent interpersonal and communication skills
- Responsible for maintaining confidentiality when managing files and records
- Working knowledge of Microsoft Office packages
- Will receive work allocated to them but will also be expected to be pro-active in finding performance solutions to enhance business productivity

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

- There is typically no management or supervision of staff required in this role, but the post holder may be asked to stand in for colleagues as appropriate and assist in supervising and coaching support staff.

Resources the job holder will be responsible for

- The post holder will be responsible for a range of office equipment and will keep this updated for the security and maintenance of manual and electronic data.
- The post holder will be responsible for using and updating of systems including asset databases.
- The postholder will be responsible for maintaining confidentiality around data regarding training costs and budgets.

Additional information - health and safety (DO NOT AMEND THIS SECTION)

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' responsibilities:

1. Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions.
2. Co-operating with management and following instructions, safe systems and procedures.
3. Reporting any hazards, damage or defects immediately to their line manager;
4. 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.