**Job Profile Information: Organisational Development and Learning & Development Officer (Digital Focus)**

**This supplementary information for Organisational Development and Learning & Development Officer (Digital Focus) is for guidance and must be used in conjunction with the Job Capsule for Job Zone 1………. Level……3… Camden Way Category….3……………**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role Purpose:**

To support operational aspects of service delivery including the day-to-day running of the Learning and Development Centre’s and the administration of the online learning management system (LMS).

Provide support and guidance to all customers and trainers. This includes providing technical assistance in the training centre, troubleshooting issues and dealing with questions relating to the LMS.

To contribute to the overall service aims by ensuring consistent meeting of deadlines, accurate and reliable work and the use of excellent interpersonal skills and signposting for colleagues and stakeholders.

**Example outcomes or objectives that this role will deliver:**

* Provide support for the development digital learning platforms.
* Review system capability: gather, analyse and collate feedback from colleagues and customers and work with colleagues to find solutions.
* Support colleagues to deliver a continuous review of the OD and L&D offer and an assessment / analysis of customer needs.
* Champion the service as a customer focused, responsive and outcome focused service.
* Maintain a focus on improvement by providing data, analysis and reports to support the review and continuous improvement of learning and development offer.
* Provide advice to team members, stakeholders and customers on learning and development matters as appropriate.
* Support the management of business operations and work with others to develop innovative processes to ensure whole service delivery.
* Provide support, advice and guidance to customers and providers.
* Provide finance support.
* Provide operational support for service by ensuring that its systems are maintained and fully utilised, for example the Learning Management System.
* Provide support for accreditation of learning and development where appropriate.
* Provide support for the procurement and commissioning processes as appropriate.
* There is a requirement for the whole team to work flexibly, to support colleagues leading on other areas of work, to share good practice and provide cover when needed.
* The post holder will be required to work occasional Saturdays and will receive time off in lieu

**People Management Responsibilities:**

None

**Relationships;**

The post holder must be able to relate well with a wide range of people both within and outside of the organisation including directors, service heads, key stakeholders, trainers, consultants, delegates and service users and demonstrate a high level of customer care. S/he must be able understand the overall work of the service and how the work of their particular team contributes to whole service delivery.

The role requires a flexible, accountable, driven and creative individual who is able to deliver his/her workload with minimum supervision from the line manager. The person must have a keen ability to solve problems and make decisions, share good practice and make a real commitment to the wider work of the service.

**Work Environment:**

Camden is on a continuous journey of improvement in order to carry on delivering against its ambitions set out in the Camden Plan. The OD and L&D service plays a critical role in supporting the organisation to do this by creating the necessary conditions for the whole organisation, its people, processes and culture to deliver, as effectively as it can, against its aims.

To do this role effectively the OD and L&D service must be focused on its customers’ needs and be driven to constantly look for better ways of working to deliver for and support the organisation and our partners. The service must be well-placed to identify the challenges facing the organisation in its ability to deliver against its ambitions and be driving forward a roadmap as to how the organisation partners need to operate, learn and develop in order to have maximum impact on our goals.

A successful L&D officer must set their sights high. We want only the best for Camden and the OD and L&D service. You need to be able to bring fresh ideas to the service and challenge the status quo – this is how we work in Camden. Whilst balancing the ability to maintain effective service delivery and keep an eye on detail. Striking this balance and creating a positive environment for colleagues is critical.

**Technical Knowledge and Experience:**

* An awareness of the organisations ambitions and direction of travel
* An understanding of digital platforms and a willingness to learn and develop knowledge in this area
* A proven track record of working in a customer focused environment
* Experience of working in a learning and development and/or organisation development environment
* Knowledge of the learning and development cycle and related processes
* Knowledge of a range of learning and development methods including digital learning
* An ability / willingness to challenge the status quo where appropriate
* Experience of working in partnership with a range of stakeholders and developing and maintaining effective relationships
* Experience of using databases and applying systems to manage learning and development delivery
* Experience of procurement, commissioning and contract management
* Experience of research and data analysis to report on facts to support decision-making
* Experience of producing succinct information and detailed reports
* Knowledge and/or experience of accreditation of learning and development
* Effective judgement, strategic thinking, and strong IT and communication skills.
* Customer focused and demonstrates an understanding of the wider organisation and political perspective.

**Education;**

* Literacy and numeracy Level 2 (GSCE or equivalent experience)

**Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

* Deliver for the people of Camden
* Work as one team
* Take pride in getting it right
* Find better ways
* Take personal responsibility

For further information on the Camden Way please visit:

<https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1>

**Chart Structure**

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