**Job Profile Information: Organisational Development and Learning and Development Lead Officer (Supporting People)**

**This supplementary information for OD & LD Supporting People Lead Officer is for guidance and must be used in conjunction with the Job Capsule Human Resources for Job Level 5, Zone 1, Camden Way Category 4**

**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:**

The OD and LD Supporting People Lead Officer works to ensure an appropriate, proportionate and effective learning offer is available for staff in Supporting People. A key element of the role is challenging how learning needs are met, supporting stakeholders to think differently about how staff can learn to improve outcomes for Camden Citizens.

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

* Support senior managers and in particular the L&D lead role to complete a robust and fit for purpose review of the current training and development offer and an assessment / analysis of customer needs, with a particular focus on those specialist / professional services within Supporting People i.e. adults social care and children’s social care.
* In conjunction with colleagues in the core team and Supporting People develop, agree and deliver learning and development strategies and plans for children’s social care, adults social care and the PVI sector as appropriate.
* Ensure that all learning and development for Supporting People is delivered effectively, within budget and is evaluated.
* Provide advice to the organisation on learning and development in relation to Supporting People services as appropriate.
* Promote a shared vision and understanding of accredited L&D and OD as a means of continuous improvement for individuals, teams and whole organisations.
* Help lead, manage and support a team to ensure positive morale and motivation and attitudinal development and commitment to the wider work of OD & L&D across Camden.

**People Management Responsibilities:**

* Line management of Organisational Development and Learning and Development Advisors (Level 3, Zone 2) x 2

**Relationships:**

The post holder will need to build strong relationships with a wide range of stakeholders relevant to the area(s) of focus. This work will include:

* Providing expert advice to a range of stakeholders using knowledge of service provision.
* Providing verbal and written briefings and drafting responses to enquiries relating to the designated area of work.
* Reviewing and identifying business needs in conjunction with senior staff. This may involve project management, contributing to Service Level Agreements, gathering information and writing reports relating to driving improvement in the ways services are delivered.
* Building strong relationships with a range of stakeholders (for example service users, senior managers, partner organisations) to ensure a consistent approach to service delivery and best practice is shared and applied, as appropriate.
* Drafting reports for the attention of Heads of Service, using appropriate software packages and giving consideration to the best way to present complex data.
* Managing team members to ensure the delivery of an effective and efficient service to customers.

**Work Environment:**

* The role is office based but may require some travel to external partner organisations (e.g. CPEN)

**Technical Knowledge and Experience:**

* Proven track record of working in a L&D environment and how the management of business operations contributes to effective performance.
* Significant experience of working in partnership with a range of stakeholders and developing and maintaining effective relationships.
* An ability to be innovative in delivering training and development for example, using a range of L&D methods including digital learning.
* An ability to research and report on factors influencing service performance and using this information to recommend/ implement change to improve impact on desired outcomes.
* Experience of producing reports and summarising complex information to inform and influence senior managers and stakeholders.
* Knowledge of business strategy - planning, monitoring, implementing and evaluating.
* Experience of formulating strategic short, medium and long-term business plans.
* Experience of budget administration and cost centre management that includes regular, accurate, and timely reporting.
* Experience of procurement, commissioning and contract management.
* Understanding of the National Qualifications Framework and the range of vocational qualification available.
* Specific knowledge of the qualification framework for the Supporting People workforce
* Understanding of the issues currently impacting L&D for the Supporting People workforce.

**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>