

Job Profile

Job Title: Organisational Development and Learning and Development Data and Project Officer

Job Grade: Level 4 zone 1

About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all. The learning and development team support individuals and teams to continuously learn and improve, so they can be effective in their roles and support Camden residents. You will help to develop this learning, and enable all staff to access the opportunities available to them. You will also help the organisation understand the use and impact of learning through reporting.

About the role

This role is vital to supporting our online learning spaces, with a key focus on managing our learning management system (LMS) and leading on the learner experience of our virtual spaces. You will ensure stakeholders have access to high quality data and learning and development reports, and that the service uses data more effectively to inform what we do.

You will work in partnership with teams and services across Camden to understand their learning needs and develop learning and development opportunities and interventions for staff at all levels. This will take the form of smaller and medium sized bespoke L&D projects.

- Work in partnership with internal and external colleagues and stakeholders to manage the LMS IT system. Identify and recommend system developments to improve work process for the L&D team and to enhance end user experience
- Quality assure data, proactively considering and offering solutions where required and working with system specialists to resolve issues. Ensure compliance with Data Privacy and General Data Protection Regulation guidelines.
- Produce standard, ad hoc and complex reports, templates, dashboards, metrics and other resources as required
- Coach and support colleagues to develop capability and increase confidence in data production, statistical reporting and the effective administration of the LMS
- Manage and support L&D programmes and projects to ensure they are delivered within agreed timescales and meet specified requirements.
- Take a lead on the development and quality assurance of eLearning/virtual learning, including designing and delivering training to colleagues' to enable independent, service specific creation.
- To contribute to policy and process development within L&D

About you

You will be a respected project lead and have the ability to work with stakeholders from across Camden to deliver change and learning. You act positively, flexibly and constructively, bringing energy and focus to the work.

You understand learning management systems and are passionate about the customer experience in these spaces. You can confidently manage data and are able to empower colleagues to use data to support learning across Camden. You have excellent Excel skills and are able to share your knowledge/skills with other members of the team.

- Knowledge of current priorities and trends in learning and development
- Experience of managing online systems, including learning management systems
- Confident working with raw data and able to re-format and/or cleanse it as required
- Awareness of and adherence to principles of data protection and confidentiality in handling sensitive data
- Advanced Excel skills. Significant experience of running reports, analysing data and formatting information for the purpose of presentation
- Ability to present data clearly and in creative ways, using graphs, charts and other presentational techniques
- Ability to coach and train others
- Significant experience of managing projects
- Strong communication and presentation skills and comfortable working with people at different levels
- Ability to work under pressure and meet deadlines
- Proven experience of building good working relationships with colleagues, stakeholders and customers

Work Environment:

- The role is based in the Learning and Development and Organisation Development Service
- The post is based at the Crowndale Centre but will also work from 5 Pancras Square. Flexible working, including home working, is encouraged in the service.
- The post will be very demanding, working to tight timescales and urgent deadlines. The post-holder will need to be flexible and able to adapt to changing demands and priorities

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG,

Note:

This document 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.