

Job Profile

Job Title: Organisational Development and Learning & Development Advisor

Job Grade: Level 3, Zone 2

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 OD and L&D service plays a critical role in supporting the organisation; creating the necessary conditions for the whole organisation, its people, processes and culture to deliver, as effectively as it can.*

About the role

A successful Organisational Development and Learning and Development Advisor 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.

You need to be able to see the big picture, join the dots and make links across the business, and be comfortable with detail. You will be a strong collaborator and be able to evidence your ability to gain the trust and support of colleagues, partners and managers as appropriate. You need to be able to understand the role of Learning and Development, balancing a range of priorities and be able to work to a high standard, at pace.

In this role you will:

- Provide project support, undertaking a range of activities to support the delivery of programmes of work or projects. On occasion lead small project teams to ensure the delivery of an effective service.
- Working effectively with colleagues champion the service as a customer focused, responsive and purpose driven service.
- Provide advisory support to managers in the service and across the organisation in relation to your specialist area/s. Maintain accurate records, providing data and information to ensure high quality information is readily available to inform business decisions.
- Support colleagues to perform learning needs assessments and develop interventions to meet identified needs.
- Liaise with experts across the organisation and with external providers to support the development and delivery of learning using a range of formats and approaches.
- Provide operational support for service by ensuring that its systems are maintained and fully utilised, for example the Learning Management System and the finance systems. Provide reports as required.
- Monitoring and reviewing data, information and activities to identify areas requiring action or improvement; making appropriate recommendations and taking action as needed.

- Effective handling of queries, establishing necessary facts and information to ensure customers receive a timely, clear and accurate response. Provide high quality information and advice in relation to your specialist area/s to enable appropriate decisions to be made and inform courses of action.
- Drafting, or reviewing and re-draft policies, procedures and other documentation in light of changing requirements (for example guidelines, templates etc.) to ensure these support the delivery of service priorities and are in line with organisation/directorate direction of travel and best practice.
- Support the management of business operations and work with others to develop innovative processes to ensure whole service delivery. Identifying and recommending improvements to process and procedure to improve the customer experience and deliver efficiencies.

About you

- An awareness of the organisations ambitions and direction of travel
- 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 virtual/digital learning and learning in the work
- 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
- Knowledge and/or experience of the curation of learning and procurement of learning including commissioning and contract management.
- Knowledge and/or experience of learning session design
- Experience of research and data analysis to report on facts to support decision-making
- Experience of producing succinct information and detailed reports

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 our corporate services, and we'll redefine what a career can be.

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

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

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,