

Job Profile

Job Title: Organisational Development and Learning & Development Support Officer

Job Grade: Level 2 Zone 2

Salary Range: £29,873 - £32,210

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 the 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 Organisational Development and Learning & Development Service plays a critical role in supporting the organisation; creating environments that enable our colleagues to learn, think and act in ways that support them to thrive, so that Camden can deliver great services and meet its strategic objectives.

About the role

The Organisational Development and Learning & Development Support Officer plays a pivotal role in the delivery of our services. Located within the learning and development (L&D) team you will be a champion of the customer experience, often being the first point of contact in both our physical and virtual spaces. Able to respond quickly, effectively and personably you will use your knowledge of our service to respond to queries, provide support to team members and service users, and identify areas where we can improve. You will be a competent IT user with an interest in data and/or events management, and be able to plan and prioritise your activities on a daily basis to ensure work is carried out in a timely manner.

You will

- Champion the service as a customer focused, approachable and outcome focused service.
- Manage bookings and deal in a timely and appropriate manner with all correspondence and telephone contacts. Respond to queries or provide advice of a non-complex nature, for example, responding to queries about the L&D offer.
- Provide operational support for the service, for example, reception and welcome duties, setting up L&D facilities for events both physically and online, participating in project groups, responding to reactive issues raised and troubleshooting where issues arise.
- Liaising with service users, contractors, suppliers, other departments and external agencies as required to ensure information and services are delivered
- Data collection and analysis, entering and processing data according to agreed processes. Compiling straightforward reports or contributing to the development of more complex reports, where required.
- Compiling straightforward statistical and management information to enable monitoring and decision making
- Provide finance support, for example, tracking and monitoring spend and inputting financial and budget information.

About you

You will

- Have a real interest in learning and development in the workplace
- Be a great communicator - personable and effective
- Be responsive and flexible
- Be innovative and creative, open to new ideas and willing to challenge the status quo where appropriate
- Have strong Microsoft Office IT skills

Ideally you will also have (but we can teach you these on the job)

- Experience of working in a customer service environment, demonstrating empathy and understanding for the customer experience and needs
- Administrative experience, ideally in a learning and development function or other relevant activity (e.g. events)
- Experience of working with databases, ideally learning management systems or elearning platforms
- Knowledge of hybrid technology or audio visual (AV) equipment used for L&D delivery
- An understanding of best practice with information management, information sharing and data

Relationships

To be effective in this role you must be a collaborative team player, able to build networks and partnerships and maintain strong working relationships with others. It is absolutely essential that you believe in great customer service. You will be in daily contact with service users, and internal and external stakeholders at all levels.

As the first point of contact you will maintain effective feedback loops to ensure that all interactions are as up to date as possible.

There is a requirement for the whole team to work flexibly, to support colleagues in other areas of work, to share good practice and provide cover when needed. The post holder may be required to work occasional Saturdays or evenings and will receive time off in lieu.

Work Environment

The role is based in the Learning and Development and Organisation Development Service and will report to the OD and L&D Senior Officer.

People Management Responsibilities

No people management responsibilities – but the opportunity to supervise an apprentice may be possible should this be desirable.

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.