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| **Job Description** |
| **Post title** | Senior WFD Officer |
| **JE Reference No** | N10366 |
| **Grade** | 11 |
| **Service** | Adult and Health Services |
| **Service Area** | Adult Care, AHS Operational Support |
| **Reporting to** | The post holder will be accountable to the AHS Learning and Development Manager |
| **Location** | Your normal place of work will be County Hall, Durham, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is not subject to a disclosure. |
| **Flexitime** | This post is eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

The post will take a lead role working with service managers within Adult and Health Services (AHS) in the development, co-ordination, implementation, and evaluation of high-quality workforce development plans and initiatives to support statutory requirements, best practice, strategic and operational priorities for the service; there will be a strong focus on the integrated developments associated with Adult Care and Commissioning functions. This will also support service transformation work linked to Adult Care for our workforce.

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible for:

* To take a lead role in working with service managers on the development, co-ordination and implementation of workforce development plans for AHS with a focus on integrated services;
* Support the Learning and Development Manager - AHS in the development and implementation of high-quality learning and development plans and initiatives for the workforce and partners linking to statutory requirements, best practice, strategic and operational priorities;
* To take a lead role to support the development of external partners to link into priority agendas;
* To undertake research and understand the national developments in relation to integrated workforce practice and how these will relate specifically to workforce development strategy and interventions.
* Develop/review job role profiles in consultation with service managers to identify mandatory training requirements for job roles across the service;
* Identify, source and evaluate business focused workforce development solutions;
* To monitor learning and development plans to ensure that they are delivered within allocated budget;
* To support evaluation measures to evaluate the impact of learning and development and return on investment to ensure continuous improvement and achievement of the service’s priorities;
* To assist the Learning and Development Manager - AHS to ensure the quality of training providers and value for money through effective procurement and provider frameworks;
* Research and identify external funding and partnership working opportunities to support workforce development;
* Work closely with service managers to identify current and future skill requirements and develop learning strategies, interventions and solutions to ensure that the service is equipped to deliver high quality services and organisational culture change;
* Provide organisational development/workforce development advice, guidance and assistance to support service managers;
* Provide support to ensure the effective implementation of the services workforce development plans;
* Deputise for the Learning and Development Manager - AHS where appropriate;
* Represent the service on working groups, committees and professional associations etc.;
* Support the development of equality and diversity issues;
* Develop and maintain working relationships with outside agencies and organisations specific to the role
* Analyse appropriate workforce data to measure and track service performance and produce management reports to update on progress;
* Develop and deliver training as required.

All employees have a responsibility to undertake training and development as required. They also have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees.

All employees have a responsibility of care for their own and others health and safety.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Head of Service.

Variation may also occur to the duties and responsibilities without changing the general character of the post.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * CIPD Level 7 or qualified to degree level in a relevant subject/ other professional relevant qualification
 | * Appropriate learning and development qualification
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| Experience | * Experience of implementing WFD/ HRD initiatives
* Experience of providing customer focused WFD solutions
* Practical understanding of workforce development planning
* Substantial provision of WFD/ HRD advice and guidance
* Participation and/or representation on working groups/parties etc.
* Experience of project planning / managing complex projects
* Experience of developing/ delivering presentations to audiences
 | * Experience of developing and delivering training courses
* Experience of working in Adult and Health services or Health environments
* Experience of measuring the impact and return on investment for learning and development
* Experience of succession planning and talent management.
* Experience of strategy development
* Budget management
* Experience of developing/ delivering training to audiences
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| Skills & Knowledge | * An understanding of organisational development and workforce development
* The ability to translate service priorities into workforce development plans
* Proven ability to solve complex problems
* Excellent ICT skills
* Project and change management skills
* Excellent verbal and written communication skills, customer care, organisational and presentation skills
* Strong attention to detail
* Research skills
 | * Knowledge of current learning and development initiatives and challenges facing the Adult and Health services workforce
* Knowledge of the integration agenda
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| Personal Qualities | * Ability to relate to people at all levels of the organisation
* Able to prioritise work and meet deadlines
* Able to work alone as well as part of a team
* Able to work under pressure
* Self-motivated
* Customer orientated
* Ability to cope with change
* Flexible approach to work
* Committed to the principles of equality and diversity
* Access to a car or means of mobility support (if driving then must have a current valid driving licence and appropriate insurance).
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