



## Job profile

# Embedded Learning Lead – Changing Futures Northumbria (4 posts)

## Grade H

<b>Group:</b>	Corporate Services & Governance
<b>Service:</b>	Public Service Reform
<b>Location:</b>	Civic Centre
<b>Line Manager:</b>	Director – Public Service Reform/ Senior Responsible Officer - Changing Futures Northumbria
<b>Car User Status:</b>	Casual
<b>Timescale:</b>	Fixed Term until March 2024

\*Gateshead Council will act the employing authority on behalf of the partnership.

### Job Purpose

To support the work of Changing Futures Northumbria by working within one of the four CFN touchpoint sites as an embedded team member who focusses upon what the team are learning. We want to learn what is happening and what is different at an individual, service and system level to enable the programme and the system as a whole to learn and improve.

The key responsibilities of this post are to:

- Work within the project teams to:
  - Help them debrief their learning and experiences and capture the results before sharing and consolidating this with the other Embedded Learning Leads and the Evidence Lead
  - Establish a method of collecting and using data that helps direct work, understand its impact and cost, and change how work is done
- Work with the Evidence Lead and colleagues across the whole regional programme to synthesise what is happening and being learned across all four projects and create a strong case for systemic change that will positively effect people with multiple and complex needs.
- Contribute to the evolution of the measures framework used by CFN to learn and improve.
- Assist the development of systems to record/store large amounts of qualitative and quantitative data from multiple sources some of which will be complex and unstructured.



- Collect data directly from source where the data does not currently exist and/or to commission its collection.
- Assist with the delivery of specific programmes by supporting the caseworkers in their record keeping and helping to debrief their learning experiences.
- The ability to communicate the messages from potentially complex data and intelligence in ways that are easily understood and build confidence around making changes to systems, methods and/or measures.
- Ensure compliance with data protection regulations.
- Provide other such responsibilities allocated which are appropriate to the grade of the post.



## **Knowledge & Qualifications**

### **Essential**

#### Qualifications:

- Relevant professional qualification at NVQ level 5 or equivalent level of experience within a similar environment

#### Knowledge and experience:

- Ability to demonstrate the importance of learning and evidence as part of the route to sustained change
- Demonstrable experience of consulting with people, using qualitative and quantitative data and the advantages/limitations of both
- Presenting learning/data in an engaging and effective way
- Engaging with a range of stakeholders, including the public
- Working accurately and independently

#### Skills and attributes:

- An appetite for learning and capturing the learning of others
- Being able to build relationships and credibility with workers and citizens
- Excellent numerical and analytical skills
- Strong attention to detail and accuracy
- Good computer literacy
- Able to think creatively and strategically
- Effective communication skills both written, oral and presentation skills
- Ability to engage effectively with stakeholders at all levels
- Effective organisational skills and an ability to work on own initiative
- Operates with resilience, flexibility and integrity.
- Puts the person first and seeks out the best way to deliver services, promotes innovation and learning.
- 

### **Desirable**

#### Qualifications:

- Degree or equivalent in a relevant subject area

#### Knowledge:

- Data Protection Regulations
- Advanced MS Excel
- SQL, MS Access
- Systems thinking
- Human Learning Systems

#### Experience:



- Lived experience of any of the issues likely to be encountered in the CFN projects
- Current issues around inequality and social injustice and data relating to this
- Project evaluation
- GIS software
- Working with data protection and / or information exchange protocols



## **Competencies**

### **People Focus**

Puts the customer first and provides excellent service to both internal and external customers.

### **Communication**

Uses appropriate methods to express information in a clear and concise way to make sure people understand.

### **Team Working**

Works with others to achieve results and develop good working relationships.

### **Making things happen**

Takes responsibility for personal organisation and achieving results.

### **Flexibility**

Adapts to change and works effectively in a variety of situations.

### **Learning and Development**

Actively improves by developing and applying new skills and knowledge and learns from past experiences.