

## **JOB DESCRIPTION**

**POST TITLE:** Learning & Development Officer

**SECTION:** Revenues & Benefits

**GRADE:** PO2

**LOCATION:** London Borough of Hackney

**RESPONSIBLE TO:** Learning and Development Manager

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### **2 PURPOSE OF THE JOB**

- To be responsible for the design, delivery and quality assurance of Learning & Development, in all service areas within the remit of Revenues & Benefits and Homeless Prevention.
- To liaise with the respective Heads of Benefits, Revenues, Customer and Corporate Services on the identification of training requirements to support continuous improvement to the council and its service delivery.
- To carry out the delivery of training needs analysis for all or any of the service areas as required by the Directorate of Climate, Homes and Economy
- To work with the Customer Insight & Information Manager to support the commissioning and delivery of Learning and Development, within the remit of Benefits and Homeless Prevention and Customer Services.
- To work with the Customer Insight and Information Manager in the preparation of annual training plans for the provision of training to all staff within the service areas of Benefits and Homeless Prevention and Customer Services.
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- To ensure the provision of training and development opportunities are identified and provided in line with corporate and departmental objectives

and are cost effective solutions, providing budgetary information to senior management when required.

- Devise training programmes and training plans for staff, which meet the objectives set in the annual training plan.
- Develop clear measurable objectives for training in agreement with the service and their needs
- Provide, monitor and evaluate training programmes to appropriately meet identified individual, team and organisational needs and report back to senior management relevant evaluation information

### **3 KEY ACCOUNTABILITIES AND MAIN DUTIES**

- To maintain an in-depth knowledge of Customer Service Standards and Principles as outlined in the Council's Customer Service Strategy across all services.
- To maintain an in depth knowledge of either Housing/ Council Tax Benefit, Council Tax Legislation, Housing legislation, case law and good practice
- Have a working knowledge of other related legislation, other benefits, council tax welfare and housing rights and policy relating to services delivered within the remit of Benefits and Homeless Prevention and Customer Services.
- To carry out regular training needs analysis as required ensuring a seamless service delivery across all services within the remit of
- Revenues & Benefits
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- A good knowledge of current trends in training, learning and development best practice and management techniques, methods and delivery
- To produce and maintain materials, workbooks and manuals for use in training and procedures within Benefits and Homeless Prevention and Customer Services.
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- Revenues & Benefits

- To scope, design and deliver learning programmes which meet the requirements of individual, team, service and corporate objectives for services within the remit of Benefits and Homeless Prevention and Customer Services.
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- To assist in the development of new policies and procedures within the remit of Benefits and Homeless Prevention and Customer Services.
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- Revenues and Benefits
- To maintain a system to ensure a regular review and update of procedures and policies in respect of all areas of Benefits and Homeless Prevention and Customer Services, paying particular attention to contentious and priority areas. To continually recommend changes or amendments as appropriate.
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- When necessary coordinate and participate in training courses with partner organisations, external agencies and or specialist advisors to support the delivery of Council Services across the borough
- In conjunction with the Customer Insight and Information Manager develop and co-ordinate systems to monitor and evaluate learning within the remit of Benefits and Homeless Prevention and Customer Services.
- To carry out a range of administrative tasks, including the maintenance of delegate and evaluation records and ensure general up-keep of the training equipment
- To work with service managers attending meetings, working parties and other forums liaising with government departments and other directorates within the council
- To ensure that all relevant council policy and its core values are integral to the planning, presentation and content of learning and development
- To represent the Revenues & Benefits Service and the Council at appropriate meetings. Acting as an ambassador for Hackney to enhance the Council's performance and reputation. Meetings outside office hours may also be required

- To operate within the frameworks established for the terms and conditions of employment equalities and health and safety
- To support the Customer Insight and Information Manager on the attainment of Customer Service Excellence and any other external accreditation as identified within Revenues & Benefits
- To carry out any other duties commensurate to the post
- Ensure confidentiality on all matters and information to anyone other than those acting in an official capacity
- To provide information to the Customer Insight and Information Manager on strategies for service improvements that provide high quality and good value for money and the achievement of corporate service objectives.
- To assist in the implementation of performance management and service development initiatives to promote accountability amongst staff in the delivery of services
- To actively assist with the development of the Revenues & Benefits Service and contribute to continuous service improvement, by participating in new initiatives which support the Customer Service Strategy

## **CORPORATE ACCOUNTABILITIES**

- To contribute to the creation and sustainability of a performance culture ensuring work plans are in place and monitored. To ensure staff Learning and Development are encouraged and assist in using the Council's appraisals system and relevant strategies and policies.
- When required to, implement the Council's personnel procedures, and ensure all Council policies are complied with. You will promote and apply the Council's Equalities Standards and ensure staff deliver non-discriminatory services
- To assist and ensure that staff within the Service are aware of standards, expectations and time scales for service delivery
- To build trust and morale and encourage teamwork and to inspire your colleagues to achieve this
- To demonstrate a commitment to the Council's organisational values and beliefs

- To understand the context in which the Council is required to operate; the Mayoral Priorities, the Council's Corporate Plan, Corporate Business Plan and Community Strategy
- To be politically sensitive and able to recognise and deal with a range of sensitive issues that impact on the service area
- To assess personal priorities and set yourself objectives and deadlines while maintaining a grip on the key priorities/accountabilities

## **OTHER**

- To work corporately with Benefits, Ho and Customer and Corporate Services management and other Council Directorates, as appropriate
- To ensure the requirement of all Health and Safety legislation and the Council's relevant policies are carried out in relation to the responsibilities of the job
- The post holder must be able to work under pressure, must be capable of responding to situations and managing conflicting priorities. They must have a sound knowledge of the various Council services and policies



## Person Specification

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**RESPONSIBLE TO:** Customer Insight & Information Manager

### **TECHNICAL EXPERIENCE/SKILLS AND KNOWLEDGE**

A sound understanding of the concepts of the Learning and Development requirements in a multi service environment and the ability to apply this at a strategic and operational level to achieve business goals.

1. Significant training experience, preferably call centre, multi site or outsource or project based.

2. Ability to scope, design and deliver a range of Learning and Development activities to support the continuous improvement of service delivery across all services
3. Ability to work on own initiative within the remit of the duties of the post and as part of a team.

Able to present information to a wide range of people in a clear and persuasive manner and experience of writing procedures and work instructions.

4. A good working knowledge of Housing legislation, Housing/Council Tax Benefits legislation, Council Tax regulations and working practices

Excellent people management skills: experience of developing staff to meet their potential.

5. Excellent communication skills and an ability to work within a client focussed environment, using a consultancy based approach to developing services and products.
6. Ability to evaluate/analyse learning using various techniques and effectively identify performance and service learning interventions.

- Competent in the use of IT systems for example Microsoft Word, Excel
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and PowerPoint.

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8. Able to promote the Council's Equal Opportunity policy and challenge discriminatory practice and behaviour in an appropriate and sensitive way

## **QUALIFICATIONS**

Excellent level of written and oral communication

Candidates should be CIPD, or similarly qualified or with a strong Learning and Development

## **ACCOUNTABILITY**

- 1.
2. To the Customer Insight and Information Manager
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4. The design and delivery of effective and efficient learning and development interventions
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6. The administration of provision to the Services and relevant team records.
7. The maintenance of a professional relationship with the Services and colleagues in the team.
8. Maintaining a current knowledge of learning and development best practice and relevant Service legislation and policy.
9. Evaluating provision to ensure delivery of objectives for respective services

## **DELIVERY**

1. Experience of design and delivery of a range of learning activities using various learning solutions including e-learning tools
2. Experience of identifying learning styles and the ability to provide coaching or similar support to enhance the transfer of learning
3. Experience of setting clear objectives when designing learning activities
4. Experience of communicating at all levels, participating in meetings and delivering presentations to Senior Management

## **DECISION MAKING**

1. Experience of making decisions based on the analysis of relevant information including learning feedback and evaluation

## **WORKING TOGETHER**

1. Experience of working with and building positive relationships with internal and external partners/stakeholders to support service delivery
2. Experience of cross organisational working, taking into account the provision of learning and development within other service areas when delivering learning programmes
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