Job Description

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

Post Details	
Job Title	**Organisational Development Officer Digital Skills training and support**
Job Reference	
Service	Chief Executive
Team	Workforce & Organisation Development
Location	Shute End, Wokingham with Home Working
Reports to	Organisational Development Business Partner
Responsible for	N/A
Grade	G8
Contract Type	Fixed Term to March 2027
Hours	Full time

Main Accountabilities	
1.	Working closely with the Digital, Data and Technology Service to support the development and implementation of the Council's digital learning framework and training offer. Contribute to the development and rollout of engagement strategies to promote digital training opportunities using multiple channels.
2.	Co-create and deliver training packages (face-to-face and online) to support digital skills development and embed a learning culture across the Council.
3.	Work in partnership with managers and teams to ensure training sessions are coherent, accessible, and aligned with industry standards and evolving staff needs.
4.	Collaborate with third-party providers and internal teams to ensure high-quality delivery of digital training and value for money.
5.	Design and use tools to evaluate the impact of digital learning initiatives, conducting regular monitoring, reviewing, and evaluation as per agreed objectives.
6.	Ensure equality, diversity, and inclusion are embedded within the digital learning offer and resources, catering for all staff.
7.	Develop monitoring reports on digital training, staff development, and other learning provisions for a wide range of stakeholders.
8.	Act as the Council's Subject Matter Expert in developing content and supporting the use of learning management systems, platforms, and other tools for hosting digital learning content.
9.	Coordinate and support the go-live of new digital developments, including end-user acceptance testing and feedback analysis.
10	Use data and insights to develop a digital learning strategy.

Person Specification	Essential	Desirable
Qualifications	Degree level or relevant professional qualification or expertise in ICT/MS Office or similar systems	membership of relevant professional body or working towards
Technical Skills.	Advanced knowledge of Microsoft Office 365 tools in addition to other relevant legal applications	Creativity
	Presentational skills/ public speaking	
	Demonstrable experience of delivering training face to face with some hybrid training options	
	Excellent IT skills including office software such as Microsoft Word, Outlook, PowerPoint, and Excel	
	Able to communicate technical information to wide range of stakeholder groups	
Knowledge	Strong knowledge of M365	Knowledge of AI tools
	Experience of programme and project management including planning, developing, implementing, monitoring, evaluating and reporting on performance	
Experience	Developing and delivering training using a range of methods including online, face to face	
	High levels of organisational ability, including working under pressure and with confidential data	
	Well-developed relationship-building and interpersonal skills with ability to liaise with and influence a wide range of stakeholders	Experience of managing engagement surveys / providers of engagement surveys
	Ability to identify areas that may need upgrading or adaptation to suit the requirements	
	experience of end user testing and reporting	

Purpose Details

Service Purpose	Through the people professionals who work within it, the HR & OD function helps the Council deliver its corporate strategy and objectives by effectively recruiting and developing people, as well as managing the whole employee lifecycle. It provides support in all aspects of people management within a legislative framework, working with managers to embed people-related practices which enable continuous service delivery to our communities, including reward, retention, wellbeing, performance management, and professional development.
Role Purpose	This role supports the development of employees within the Council, focusing on digital learning and ICT skills.

It includes delivering corporate digital training, supporting colleague engagement and enhancing workforce capabilities through programmes aligned with the Corporate Delivery Plan and People Strategy, AI and ICT strategy.

The OD Officer (ICT) is responsible for the delivery of digital learning programmes, covering essential ICT skills and Office systems, processes. The role is crucial for staff development and enhancing digital skills, requiring a strong focus on both commissioning and hands-on delivery. The postholder will need to work collaboratively with the Digital, Data and Technology service to ensure technology is adopted and effectively used by the Council.

The role should promote and drive a culture that embraces Digital, Data and Technology Services.

This role will be approximately 80% delivery and 20% design. |

Management and Relationships	
Managed by	This post will receive supervision from the Organisational Development Business Partner or Head of OD ?
Supervise	None
Contacts	Post holders will work closely with other members of the Organisational Development Team, but also collaboratively with the wider HR Team. In addition, they will build strong working relationships with managers across the Council, as well as other colleagues where they need to provide advice or guidance.

Resources/Budget Management
N/A

Special Requirements
N/A

Nature of the Role	Details
Work Environment Details	Smart Working

Disclosure and Barring Service (DBS)	Details
DBS Requirement	N/A
Eligibility Tool	Find out which DBS check is right for your employee - GOV.UK ([Find out which DBS check is right for your employee - GOV.UK](#))

Re-checks
N/A

Evaluation Declaration	
Date of Evaluation:	12/09/2025
Evaluated by:	Nargis Phagura