



Job Description

Senior Learning & Development Officer

Job Details	
Grade	GR5
Number of Posts	
Department	Practice Hub
Reporting to	Learning & Development Manager

Who Are We?
<p>We are Birmingham Children's Trust.</p> <p>'Working Together to make Birmingham the greatest city to grow up in.'</p> <p>The sole purpose of Birmingham Children's Trust is to make a positive difference for children, young people and families in the city, by driving up the quality of practice and partnerships across the city and its services.</p> <p>Every employee from Family Support and Social Workers to Finance and Legal, work together to make a positive difference to children, young people and families. We are one team, and each have an important role to play in achieving the Trusts objectives.</p> <p>Birmingham Children's Trust Leadership team comprises of six Executive Directors who are responsible for leading and managing the Trust to be an autonomous and high performing organisation.</p> <p>Our Vision:</p> <p>Our vision is to build a Trust that provides excellent social work and family support for and with the city's most vulnerable children, young people and families.</p> <p>We will do this:</p> <ul style="list-style-type: none">• with compassion and with care.• through positive relationships, building on strengths.• in collaboration with children, young people, families and partners.• by listening, involving and including.• in ways that are efficient and deliver value for money. <p>Success will mean significant progress towards these outcomes:</p> <ul style="list-style-type: none">• healthy, happy, resilient children living in families.• families able to make positive changes.



- children able to attend, learn and achieve at school.
- young people ready for and contributing to adult life.
- children and young people safe from harm.

Our Values:

ONE TEAM

ACCOUNTABILITY AND RESPONSIBILITY

QUALITY AND INNOVATION

RELATIONSHIPS

HIGH SUPPORT HIGH CHALLENGE

Key Responsibilities

- To support the development and implementation of identified workforce strategies.
- Contribute to the development of the Learning and Workforce Development Strategy, Annual Service Plan and related policies to meet agreed organisational priorities and performance targets.
- To lead the L&D service in the identification and definition of current and future digital learning needs
- To manage and take the lead on a specified portfolio of workstreams within the Learning and Development Service ensuring that resources are utilised for services to be delivered in an efficient and consistent manner
- To manage the delivery of the digital learning in conjunction with Practice Hub colleagues
- To develop and maintain delivery partnerships and monitor relevant Contracts / Service Level Agreements for both internal and external partners where relevant
- To provide Digital learning and development expertise and professional support to the Trust and partners
- To ensure the commissioning and/or delivery of high-quality digital learning and development interventions which support Trust services and partners, so they are responsive to the assessed needs of children and families, legislative requirements, national and local policy developments and developing practice needs.
- To develop and maintain a deep knowledge and understanding of the context, current policy and practice directions for the service and specifically for portfolio areas/workstreams they lead
- To work across the service, leading and contributing to a range of workstreams to ensure an



integrated shared approach is developed and maintained
<ul style="list-style-type: none">• To ensure the provision of high-quality services which contribute to positive outcomes for people who use services and provide efficiency and value for money for employers
<ul style="list-style-type: none">• To manage relationships and provide high quality support and advice to internal and external customers, providing expertise on workforce development, required business processes complying with legislative requirements and in accordance with established best practice, ensuring that customers' needs are met within the remit of the Learning and Development service
<ul style="list-style-type: none">• To deliver and monitor learning and development interventions appropriate to respond to service need including undertaking learning needs analysis, specification development, design, commissioning in line with BCC procurement regulations or direct delivery, evaluation, quality assurance and review.
<ul style="list-style-type: none">• Identify opportunities to work with in house practitioner teams, secondees, partner agencies including Higher Education Institutions, Colleges of Further Education, and other providers, for development and delivery of programmes, packages and improvement projects.
<ul style="list-style-type: none">• To support the service and customers in the management and implementation of change
<ul style="list-style-type: none">• To represent the Learning and Development Service, the directorate and Trust in internal and external forums
<ul style="list-style-type: none">• To actively contribute to developing and leading shared practice in the context of integrated working
<ul style="list-style-type: none">• To work as a member of a team, to deliver a professional service to internal and/or external customers
<ul style="list-style-type: none">• To contribute to assessing and managing risk
<ul style="list-style-type: none">• To have line management responsibility for identified staff within the service through the appropriate allocation of responsibilities and work load, motivating and managing standards and performance for improvement of services; including recruitment and selection, induction, appraisal, supervision, identification and planning of learning needs and ongoing staff welfare
<ul style="list-style-type: none">• To have matrix management responsibilities for key areas of the service as determined through the business planning process <i>and</i> in response to changes required as a result of changing customer needs
<ul style="list-style-type: none">• To manage the regular collection and collation of appropriate performance management information. Setting up and maintaining accurate data and information systems. Producing reports to meet customer needs, business purposes and evidence requirements of funding contracts/SLAs
<ul style="list-style-type: none">• To manage specified budgets and monitor expenditure as required, ensuring efficient and effective systems are established, maintained and reviewed in accordance with the Council's



Financial Regulations and Standing Orders
<ul style="list-style-type: none"> To promote equality of opportunity, diversity and inclusion in the service area
<ul style="list-style-type: none"> To ensure compliance with legal, regulatory and ethical requirements
<ul style="list-style-type: none"> To develop and implement electronic and manual administration systems, ensuring these are reviewed and meet any business needs
<ul style="list-style-type: none"> To ensure that governance processes are in place and adhered to by all staff and ensure quality of services provided
<ul style="list-style-type: none"> To manage all aspects of customer care
<ul style="list-style-type: none"> Ensure all information shared is in line with Data Protection Act and in compliance with Freedom of Information Act

Key Information													
Is a Safeguarding Check needed?	Dropdown Options: <table border="1"> <thead> <tr> <th></th> <th>Children</th> <th>Adults</th> <th>Children and Adults</th> </tr> </thead> <tbody> <tr> <td>Basic</td> <td>x</td> <td></td> <td></td> </tr> <tr> <td>Enhanced</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		Children	Adults	Children and Adults	Basic	x			Enhanced			
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Basic	x												
Enhanced													
Will this position have Line Manager Responsibility?	Dropdown Options: <table border="1"> <tbody> <tr> <td>No</td> </tr> </tbody> </table>	No											
No													

Person Specification

Essential Criteria		
Method of Assessment (M.O.A): AF = Application Form; E = Work Based Exercise; I = Interview; P = Presentation; Q = Qualifications		
CRITERIA	Method of Assessment (M.O.A)	ESSENTIAL
Qualifications	AF/Q	A range of qualifications may be appropriate to this role e.g.



		Nationally recognised Learning and Development Qualification or a willingness to undertake, and successful completion of, training in order to comply with the requirements of the post
Qualification	AF/Q	Relevant occupational/professional qualification e.g. social work, teaching, health, child care etc. Leadership and management qualifications and relevant experience in the Digital Learning sector
Experience	AF/I	Knowledge and experience of designing, planning and delivering blended learning including e-Learning
Experience	AF/I	Proven experience of working in a learning and development environment, to include a. Co-ordinating and analysing learning and development needs, b. Determining programme specification, c. Monitoring and evaluating the quality and impact of all activity.
Experience	AF/I	Experience of working in partnership with senior management teams
Experience	AF/I	Experience of preparing reports/briefings for senior management teams
Experience	AF/I	Experience of managing and developing staff and or services, including managing resources and systems, recruitment of staff, performance management managing budgets or financial processes



Experience	AF/I	Experience of leading in the successful implementation of change initiatives relating to service development or improvement
Skills	I/E/P	Demonstrate understanding of workforce learning and development methodologies, including the inter-relationship of workforce development and business development.
Skills	I/E/P	Detailed knowledge and understanding of Digital Learning opportunities available to the Trust
Skills	I/E/P	Presentational and communication skills – active listening, interpretation, seeking feedback, clear verbal and written skills.
Skills	I/E/P	Ability to work in a high-pressure environment on own initiative, prioritise and plan own workload and that of others to meet deadlines and work to targets and deliverables within agreed timescales.
Skills	I/E/P	Ability to work in complex team/matrix arrangements, motivating colleagues, mediating disputes and creating positive solutions.
Skills	I/E/P	Ability to motivate and manage a team, creating a positive environment which encourages open discussion and innovation, supports performance, builds capability and empowers staff. Tackles poor performance
Skills	I/E/P	Ability to manage projects to agreed standards, costs and timeframe



Skills	I/E/P	Ability to specify requirements, commission services / systems and assure quality standards
Skills	I/E/P	Role Models key communication and customer focussed behaviours
Skills	I/E/P	Ability to successfully build and maintain effective relationships with colleagues, partners, and external agencies and demonstrate effective interpersonal skills in dealing with people from a wide range of backgrounds.
Skills	I/E/P	Ability to consult with service users, identify needs and evaluate outcomes
Skills	I/E/P	Ability to collect, collate and analyse data, write and present reports clearly and accessibly to a range of audiences
Skills	I/E/P	Ability to understand and interpret complex reports – written and financial, records and policy documents and ability to implement policies and procedures according to national standards.
Skills	I/E/P	Ability to conduct high quality investigations/research, analyse information and to reach balanced judgements and decisions or recommendations.
Skills	I/E/P	Proven ability to facilitate complex discussions, negotiate actions and enable decision making with a range of parties and across a number of agendas
Skills	I/E/P	Commitment and ability to reflect on and develop own skills and practice, and to support and



		enable the development of others.
Skills	I/E/P	Demonstrate understanding of and commitment to valuing and respecting diversity and to promoting dignity and equal opportunities in all aspects of the role.
Skills	I/E/P	Ability to use IT systems effectively: Microsoft Office – word, powerpoint and excel and bespoke systems e.g. Voyager, SAP HR, Learning Pool.
Training	AF/I	Willingness to undertake relevant required training and ongoing continuing professional development (CPD)
Training	AF/I	Commitment and ability to reflect on and develop own skills and practice, and to support and enable the development of others
Other	AF/I	All staff are expected to actively seek to safeguard children and adults with care and support needs, drawing on knowledge and sound judgement to protect from harm and ensuring appropriate and timely action is taken when necessary. All staff are expected to work openly and collaboratively with colleagues and other agencies to achieve this aim.
Other	AF/I	All staff are expected to show respect and understanding of diversity and value individual difference, to treat all people fairly and appropriately regardless of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil



		partnership and pregnancy and maternity, appearance or position.
Other	AF/I	All staff are expected to proactively seek to remove barriers to access training therefore promoting equality of opportunity.
Other	AF/I	Willingness to travel around and outside the city to attend meetings, deliver training outside of normal working hours
Other	AF/I	Willingness and ability to positively represent Trust, Practice Hub, The Learning and Development Service in a range of contexts

At Birmingham Children's Trust, we are dedicated to safeguarding and promoting the welfare of children and young people. We expect our staff to create an environment and culture that promotes equality, diversity, and inclusion and advocate for anti-discriminatory practices and behaviours.

