

Person Specification

JOB TITLE:	Workforce Development Officer	POST NO:	
SCALE:	8	DEPARTMENT:	Corporate Services
DIVISION:	People & Development	DIRECTOR:	Mandy Pullen
DATE:	March 2023	COMPLETED BY:	

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
KNOWLEDGE	<ul style="list-style-type: none"> ● Good knowledge of providing workforce development services in house or externally to clients to meet their workforce planning needs. ● Understanding of relevant legislation, national guidelines, and the impact of these on the organisation ● Understand benchmarking practices. ● Understanding of how projects work, knowledge of project management tools and agile approaches to change 	
SKILLS & ABILITIES	<ul style="list-style-type: none"> ● Ability to generate solutions that are achievable in response to the issues/challenges. ● Have the personal qualities and skills to promote open and constructive working relationship with managers and colleagues. ● Have problem-solving skills, ensuring the highest level of accuracy. ● Ability to make logical, well-balanced, and reasoned arguments and promote/present ideas and solutions in a focused, constructive, and clear manner. ● Excellent verbal and written communication skills, with the capability to persuade and to deal with challenge positively. ● Ability to self-motivate, work on own initiative, plan, organise own workload, and use a wide range of skills and techniques to ensure successful delivery of outcomes through effective use of resources and manage conflicting priorities. ● Ability to collect and analyse relevant data and information from internal, regional, and national sources. ● Confident in the use of Microsoft Office with the ability to use the main packages to present and promote and communicate appropriately. 	

<p>And EXPERIENCE</p>	<ul style="list-style-type: none"> ● Workforce Development knowledge and experience: Experience of working in a workforce development environment, preferably with a sector which has difficult to fill roles. ● Understanding of impact of People employment actions ● Some project management experience. 	
<p>QUALIFICATIONS</p>	<ul style="list-style-type: none"> ● Educated to 'A' Level standard or equivalent. 	<ul style="list-style-type: none"> ● CIPD or Learning and Development or similar qualification: Level 3
<p>PERSONAL CIRCUMSTANCES</p>	<ul style="list-style-type: none"> ● Able to work flexibly to meet the requirements of the post and service, which may sometimes include out of office hours working 	
<p>EQUALITY</p>	<ul style="list-style-type: none"> ● Candidates must demonstrate understanding of acceptance and commitment to the principles underlying equal opportunities. ● Understanding of the equality and diversity issues faced by external and internal providers. ● Understanding of the equality agenda and the ability to address discrimination issues 	
<p>CUSTOMER CARE</p>	<ul style="list-style-type: none"> ● Knowledge and understanding of effective customer care 	