

Job Description

Department:	Corporate Services
Division/Section:	People & Development
Job Title:	Workforce Development Officer
Post No:	
Grade:	8
Reports to:	Senior Business Partner Workforce Development
Organisation Chart: Show immediate manager and any jobs reporting to this post.	<pre> graph TD SD[Service Director - People Operations, BI & Transformation] --> HS[Head of Service People & Development] HS --> SL[Service Lead Workforce Planning & Development] SL --> SBP[Senior Business Partner Workforce Development] SL --> WDBP[Workforce Development Business Partner x2] SBP --> WDO[Workforce Development Officer x2] SBP --> WDC[Workforce Development Coordinator] </pre>
DBS Check applicable?	Basic <input type="checkbox"/> Standard <input type="checkbox"/> Enhanced <input type="checkbox"/> None <input checked="" type="checkbox"/>
	Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Line Management responsibility for:	No. of direct reports: 0 No. of indirect reports: 0
Size of budget:	None
Job Purpose:	<p>At Peterborough City Council, we know that for our services to deliver the best that they can for service users and residents, we need to invest in our staff.</p> <p>The purpose of the Workforce Development team is to support Peterborough City Council to:</p> <ul style="list-style-type: none"> • Enable staff to deliver a high-quality service by developing their skills, knowledge and ability (KSAs) that they need to excel in their role. • Provide staff with clear pathways and opportunities to develop the KSAs they need to progress their career at PCC. • Build the resilience and sustainability of the workforce through effective talent management and succession planning processes.

	<ul style="list-style-type: none"> Contribute to the positive experience and promotion of PCC as an employer that attracts and retains talent. <p>The purpose of this role is to:</p> <ul style="list-style-type: none"> Commission training and coordinate workforce development activity. Maintain workforce development policies and guidance; support the Senior Business Partner for Workforce Development to ensure compliance and procedures are effectively implemented. Track the engagement and quality workforce development activity to support the consistency of the team's service.
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Main Duties and Responsibilities:

- Engage and communicate effectively with staff about workforce development activity; build successful relationships across Peterborough City Council (PCC); ensure the positive promotion of Workforce Development and alignment of communications.
- Support the commissioning process by booking training and communicating with providers; accurately enter commissioning details to support the forecasting and maintenance of the budget.
- Ensure workforce development activity meets the needs of Services; gather data, feedback, evaluations to support the quality assurance and auditing of training; be a point of contact for learners and facilitators to support with issues.
- Coordinate the planning and delivery of workforce development activity; optimise the use of the Learning Management System (LMS) and other technology to increase the efficiency of this work.
- Support learners throughout their enrolment and completion of training, courses, apprenticeships and other workforce development activity.
- Support the design, development and delivery of training, including e-learning delivered through the LMS.
- Support the Senior Business Partner for Workforce Development to ensure compliance and procedures are effectively implemented; support staff to meet their statutory requirements and mandatory learning so they deliver safe working practices; regularly review, and update where necessary, workforce development policies and guidance.
- Champion equality, diversity, and inclusivity practices by ensuring there is equitable access to learning and development and career pathways.
- Contribute to the evidence-informed approach to PCC's strategic workforce planning. This includes supporting the delivery of; training needs analysis (TNA), training forecasts, quality assurance and gathering feedback.
- Provide peer-to-peer support to the rest of the Workforce Development team and People and Development teams; provide cover in the absence of other members of the Workforce Development team.
- Undertake any other tasks that are deemed reasonable and assigned by the Workforce Development Senior Business Partner.

Generic Responsibilities:	<p>To carry out all responsibilities regarding the Council's Equalities Policy and Procedures and Customer Care Policy.</p> <p>To comply with all Health & Safety at work requirements as laid down by the employer.</p> <p>The council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.</p>
Flexibility Clause:	Other duties and responsibilities express and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a

	comparable post in any of the Organisation's other sections or departments. This will include cover during periods of absence to support the deliveries of the service.
Variation Clause:	<p>This is a description of the job as outlined is constituted at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them, and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be completed by the appropriate manager in consultation with the postholder.</p> <p>In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Head of Service reserves the right to amend your job description following consultation.</p>

DATE:	21/02/2025	COMPLETED BY:	Finalised by Laura Lee
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Person Specification

JOB TITLE:	Workforce Development Officer	POST NO:	
SCALE:	8	DEPARTMENT:	Corporate Services
DIVISION:	People & Development	DIRECTOR:	Mandy Pullen
DATE:	21/02/2025	COMPLETED BY:	Laura Lee

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
KNOWLEDGE	<p>Understands the importance and implementation of policies, procedures compliance, and the impact of these on the organisation.</p> <p>Understands why it is important to maintain accurate records and data.</p> <p>Understands benchmarking practices to support consistency and help the organisation reach its KPIs.</p> <p>Knows common HR situations and how these may require confidentiality, discretion and sensitivity.</p>	<p>Knows relevant legislation to public sector employment and national guidelines.</p> <p>Knows how learning and development supports the continuous improvement of an organisation and its staff.</p>
SKILLS & ABILITIES	<p>Communicates effectively with others, both written and verbally, to build positive working relationships and ensure information is presented clearly.</p> <p>Can proof-read documents and easily identify errors.</p> <p>Can solve problems in a timely and transparent manner and is not afraid to seek support.</p> <p>Has good time management and personal organisation, with the ability to self-motivate and prioritise tasks to ensure the successful delivery of outcomes.</p> <p>Ability to collect data from a range of sources and present it clearly.</p> <p>Confident in the use of Microsoft Office – in particular Outlook, Teams, Excel and Word – and willing to embrace technology that will enhance efficiency.</p>	<p>Can analyse data to identify trends and risks.</p> <p>Adapts communications to build strong relationships, influence stakeholders and deal with challenges positively.</p> <p>Ability to generate appropriate solutions and ideas that are achievable within the organisation's context.</p>
EXPERIENCE	<p>Worked in HR and/or Learning and Development.</p> <p>Has used systems to track data and employee information.</p> <p>Effectively worked with internal and external stakeholders to achieve outcomes.</p>	<p>Experience of working in public sector or an environment that has challenges in recruitment, retention and financial constraints.</p> <p>Has supported or managed the successful delivery of projects.</p>

		<p>Experience of using a Learning Management System (LMS).</p> <p>Has sourced and commissioned external training.</p>
QUALIFICATIONS	<p>English and Maths GCSE (Level 2 or equivalent). <i>NB: We can support employees to gain their functional skills if they do not have this qualification.</i></p>	<ul style="list-style-type: none"> Level 3 Qualification in one of the following; CIPD, Learning and Development Practitioner, Business Administration.
PERSONAL CIRCUMSTANCES	<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. 	
EQUALITY	<ul style="list-style-type: none"> Demonstrates acceptance and commitment to equality, diversity and inclusion. Understands the Equality Act and can address discrimination. 	<ul style="list-style-type: none"> Understanding of the equality and diversity issues faced by external and internal providers.
CUSTOMER CARE	<ul style="list-style-type: none"> Knowledge and understanding of effective customer care. 	