

Role Profile

Part A - Grade & Structure Information

Job Family Code	10BF	Role Title	Learning & Development Consultant
Grade	PS10	Reports to (role title)	Head of Data
		Directorate/School	Resources
JE Band	371-438	Service/Department	Data Insights
		Date Role Profile was created	Oct-23

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>Learning and development (L&D) consultants work closely with stakeholders to understand L&D requirements and identify appropriate delivery mechanism, selecting and commissioning to meet L&D requirements with a focus on quality.</p> <p>The Learning & Development Consultant for Data will work with the Data Strategy Programme team and colleagues in People and Change to help develop and improve the skills and understanding around data, information and insight at all levels of the organisation to enable wider cultural changes.</p> <p>This role will build on work already in progress to establish the skills required, develop skills assessments and deliver the overall learning lifecycle (scope; design; deliver; evaluate) for the Data Academy ensuring quality at each stage of the process. This will include determining learning objectives overseeing the end to end L&D delegate experience, ensuring processes are easy to use and deliver a positive experience. The postholder will also collaborate with the Learning Tech Team to develop high quality in house online learning materials where required and deliver classroom and virtual training sessions to a range of audiences.</p> <p>Own and develop the learning evaluation process to ensure that delegate feedback is captured and actioned for continuous improvement and measuring benefits.</p>
Work Context	<p>This role will be part of a matrix managed team delivering the organisation's data strategy. This is a hybrid role, and you will have the option of working from home for some of the time as well as working from Surrey's HQ in Reigate, or other offices around the county as required. The role will help to support a step change in how we use data in the organisation as set out in the council's data strategy. The programme is critical to the future of the organisation and has specific objectives and outputs that are intended to change the way we work and provide excellent outcomes for residents. Building knowledge and skills across the organisation will be a critical element to the success of the programme to ensure that the changes embedded into everyday working practices, at all levels of the organisation.</p>
Line management responsibility if applicable	n/a

Budget responsibility if applicable	n/a
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Assess or conduct analysis, presenting results and putting forward recommendations on managing more complex situations to support decision making. • Analyse and make recommendations for improvement or development of existing systems, processes or policy. <p>Service Delivery</p> <ul style="list-style-type: none"> • Maintain, develop and review systems, processes, procedures and working methods to maximise service delivery, quality, efficiency and compliance. • Provide specialist/professional advice and recommendations within defined policy/strategy and procedures to support informed decision making. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Plan workloads and secure resources to enable the team/s to achieve a quality service. • Lead projects and reviews within a defined area of work as directed by manager to support and enhance service delivery. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • May assist with budget/resource/funding management in accordance with the organisation's policies and procedures. • May have delegated responsibility for a budget(s). <p>Work with others</p> <ul style="list-style-type: none"> • Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service. <p>People Management</p> <ul style="list-style-type: none"> • May manage a team operating in a well defined specialist area or oversee the delivery of a range of support services to a service or function. • Monitor and support the performance management and development of team members to ensure that individual contributions are maximised. <p>And/Or</p> <ul style="list-style-type: none"> • Operate as an individual responsible for the delivery of a high level and complex service. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To be responsible for ensuring health & safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>

Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Degree qualified, or significant vocational experience demonstrating development through involvement in a series of progressively more demanding relevant work/roles. • Professional qualification, or able to evidence knowledge and understanding of appropriate business disciplines. • Comprehensive knowledge of computerised business systems in terms of functionality and capability (some roles). • Knowledge of principles, practices, policies and procedures relating to business planning and financial and organisational management. • Proven written and oral communication and interpersonal skills with good negotiation and influencing skills and the ability to work collaboratively with internal and external partners/professionals. • Ability to understand, meet and exceed customer expectations. • Proven problem solving skills, and the ability to exercise high levels of initiative to devise and implement workable solutions. • Proven ability to manage a range of projects through to completion. • Significant practical or professional experience and understanding of business, supporting service teams and/or providing support to the public. • Previous management experience including staff supervision, development and organisational skills.
Details of the specific qualifications and/or experience if required for the role in line with the above description	<ul style="list-style-type: none"> * Relevant degree or professional qualification specifically within the field or equivalent experience * CIPD member or equivalent experience * An expert in the L&D field with substantial experience of delivering training via a range of delivery methods to different audiences * Excellent communication and stakeholder management skills, with the ability to work with colleagues at all levels in the organisation * A collaborator, providing expert L&D advice aligned to business need * Resilient, curious, adaptable and creative * Leading edge thinking in all aspects of Learning and development * Ability to work in complex and ambiguous environments * Willing and able to undertake reasonable travel around and beyond the county.
Role Summary	<p>Roles at this level lead and manage the work of larger teams, or a grouping of two or more teams with a common theme. Alternatively they may be professional roles undertaking research and providing complex advice and/or managing specialist projects. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. They will work closely with customers, staff, partners, third parties, agencies and/or contractors and have a primary role ensuring their services achieve the agreed service standards in a cost effective way and improving quality standards. Forward planning could be for months ahead and the role will contribute to longer-term development. Work requires the consideration of future implications beyond the immediate problems and may involve the creation of new approaches and procedures to solve the problem.</p>

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