Learning Designer and Facilitator

* Service area: Organisational Development
* Grade: PO4
* Reports to: Senior Organisational Development Projects Lead
* Your team: Organisational Development

Our mission

We are determined to create a more equal Islington, where everyone who lives here has an equal chance to thrive.

To do this, everyone who works at Islington Council lives by a set of values which guide us in everything that we do: collaborative, ambitious, resourceful, and empowering. They spell out ‘CARE’, which is what we think public service is all about.

Key responsibilities

* Design, deliver and evaluate learning and development solutions and initiatives that support the council’s ambition to invest in a high performing workforce and to deliver our workforce strategy.
* Lead on the learning needs analysis for the council’s approach to delivering excellent customer service for our residents, along with any other skills required to help our workforce contribute to our ambition of creating a more equal Islington.
* Working collaboratively with services and managers across the council to design, deliver and evaluate learning and development solutions which will improve the customer experience of our residents.
* Lead on designing and implementing a strategic approach to customer service for Islington council. This will include areas such as; our overall customer journey, how we respond to complaints and Members Enquiries.
* Working collaboratively with HR, OD and council managers to support and implement new ways of working and ensure that the skills and capacity of the workforce meet current and emerging organisational needs.
* Ensure all learning and development solutions and programmes are cost effective and appropriately evaluated to measure the impact of investment and their impact on culture and organisational effectiveness.
* Design and deliver learning and development solutions that support the ongoing embedding of our CARE values.
* Be a role model in the council for customer service and other essential skills.
* Commit to using a mix of delivery styles, facilitation techniques, theories of learning and development, a blend of in person, virtual and online learning to meet the outcomes identified.
* Commit to being on site with front line services and teams whenever required; for observation, research or facilitating learning.
* Proactively research and keep up to date regarding learning and development best practice and new initiatives, using knowledge to translate into practical effective and sustainable solutions.

Compliance

Ensure legal, regulatory and policy compliance under GDPR, Health and Safety and in area of your specialism identifying opportunities and risks and escalating where appropriate.

Work style

Flexible

Person specification

You should demonstrate on your application form how you meet the criteria. Please ensure you address all the criteria as this will be used to assess your suitability for the post.

Essential criteria

Qualifications

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| --- | --- | --- |
| Essential criteria | Criteria description | Assessed by |
| E1 | Qualification or equivalent knowledge, skills and experience in learning design, delivery and evaluation | Application/Interview |
| E2 | Evidence of continued professional development | Application/Interview |

Experience

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| --- | --- | --- |
| Essential criteria | Criteria description | Assessed by |
| E3 | Experience of designing and delivering a range of learning and development solutions with proven positive outcomes. Including customer experience skills | Application/Interview |
| E4 | Experience of facilitation and the various techniques to create a positive learning environment and to make learning memorable | Application/Interview |
| E5 | Experience of monitoring and evaluating the impact of learning and development interventions to demonstrate return on investment | Application/Interview |
| E6 | Experience of how to design and deliver customer experience learning and development within a complex environment and focusing on solutions | Application/Interview |

Skills

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| --- | --- | --- |
| Essential criteria | Criteria description | Assessed by |
| E7 | Knowledge and understanding of learning and organisational development solutions and interventions which embed culture change, behaviours and values, and achieve employee engagement | Application/Interview |
| E8 | Able to work collaboratively and build relationships with ease and the ability to influence people at all levels. | Application/Interview |
| E9 | A confident, effective communicator with good oral and written communication skills | Application/Interview/ |
| E10 | Experience of managing complex and multiple projects to a successful conclusion | Application/Interview |
| E11 | Knowledge of benefits and the skills of maximising the use of digital technology | Application/Interview |
| E12 | Analytical skills, with the ability to analyse and understand data and information and to use creative thinking to find solutions to problems | Application/Interview |

Our accreditations

Our accreditations include: the Healthy Workplace award; Timewise; London Living Wage Employer; Disability Confident Committed; The Mayor’s Good Work Standard; Stonewall Diversity Champion; and Time to Change.

