



# JOB PROFILE

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| <b>Post Title:</b>      | Learning and Development Officer        |
| <b>Portfolio:</b>       | Central Support Service                 |
| <b>Responsible to:</b>  | Organisational Development (OD) Advisor |
| <b>Responsible for:</b> | No direct reports                       |
| <b>Grade:</b>           |   |

## Job Purpose

To improve the lives of all within our community and help the island thrive by providing a service to staff and managers on learning and development interventions, planning, co-ordinating and sourcing appropriate training as required. In addition, provides high quality Learning & Development advice, guidance and support to managers.

Drive forward organisation-wide improvements in learning and development. To lead on and support the OD Advisor to deliver an effective, professional learning and development function that contributes to the development of a high performing organisation. You will be responsible for the implementation, monitoring and evaluation of a range of effective interventions that will align people development with individual, team and organisational capability needs, supporting the organisation in achieving its people strategy.

This role will primarily focus on supporting the design and delivery of core training offering across the whole organisation. This will include supporting and coordinating leadership and development training at management and senior level. This will also include supporting functions of the business with initiatives, policies & processes. This will be a hands-on role involving the communication, delivery and education of programmes across the organisation.

Working closely with colleagues in Employee Relations and Organisational Development, provide specialist learning and training support to the HR Service Delivery Team in order to help the delivery of high quality and wide-ranging HR advice, guidance and support to managers.

## Main Duties and Responsibilities

1. Coordinate and support the development and delivery of effective learning and development programs and organisational development initiatives.
2. Ensure there is a robust process for identifying, capturing and prioritising training needs, both organisationally and on an individual basis, assessing and reporting on return on investment.
3. Coordinate the development, delivery and evaluation of staff learning and development programs and the implementation of an annual corporate training plan and budget.



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4. Liaise with training providers to ensure correct setup and equipment requirements are provided or to book external training, including international training. Arrange local venues and associated facilities as required.
5. Manage administration of the Technical Co-operation Training (TCT) programme including liaising with St Helena Community College, overseas organisations, colleges and universities as appropriate; working with Portfolios to source appropriate training programmes, providing information to candidates on Distance Learning courses, travelling and living abroad. Arrange overseas accommodation, travel and medical insurance and other documentation for each officer travelling. Also hold de-briefing sessions with officers returning from overseas training and ensure they complete the required evaluation process.
6. Liaise closely with the SHG UK Representative to support staff travelling to the UK for training purposes.
7. Prepare, phase, manage and monitor the Overseas Training budget including monthly reconciliation. Produce monthly forecast figures and variance explanations as required for performance reporting purposes, reporting to the OD Advisor on any relevant issues.
8. Arrange and provide secretarial support to the Training Selection Committee. Prepare nominee for presentations to the Committee, prepare matrix of training required for the Committee and produce minutes for submission to the Head of Human Resources and Organisational Development for approval.
9. Monitor Distance Learning courses undertaken by staff to ensure time lines are met and assist with any problems staff may have.
10. Work with the HRBPs to design and deliver effective interventions and approach to talent and succession management, to nurture and develop aspiring talent and build capacity for the future. Develop and facilitate relevant “in-house” training sessions / programs.
11. Develop and Coordinate and deliver the corporate induction programs.
12. Maintain records and systems that enable the provision of training reports and analysis of data to HR Business Partners and managers and Directors for designated Portfolios on a quarterly basis.
13. Working with the OD Advisor, support the delivery of organisational development initiatives and interventions to support and implement new ways of working and ensure that the skills and capacity of the workforce meet current and emerging organisational needs.
14. Co-ordinate the implementation and communication of the Staff Annual Performance Review Program and work with Business Partners to ensure all staff in Portfolios apply. Provision of training in appraisal delivery as required.



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15. Assist the delivery of HR training to equip managers with the skills to apply HR policies and procedures.
16. Be a member of the Job Evaluation Committee, sitting on Job Evaluation Panels when required.
17. Monitor Preserve Pensions and initiate action with Corporate Finance; Liaise with AG Chambers and seek legal advice on matters in relation to and employee's work history, pension entitlement, accident compensation etc.;
18. Receive Accident Reports, update Matrix and follow up actions regarding compensations with Deputy Chief Secretary/Attorney General's Chambers.

## Special Conditions

There are no special conditions associated with this role.

However, for the proper performance of the responsibilities this post will not be limited to normal working hours. The post holder will, in response to the demands of the post, be required to work out of normal working hours. This is not anticipated to be significant or on a regular basis.

This job profile is not an exhaustive list of duties and responsibilities. There may be other ad hoc duties that fall within the remit of the role that the job holder may need to complete. In addition, the job holder will be required to carry out any other reasonable duties as requested which are commensurate with the grading and level of responsibility for the role.



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## Core Competency Framework

| Competency   | Level |
|--|-------|
| <b>Professional Development:</b><br>Requirements for Continuous Professional Development met and when necessary submitted to Professional Institute in order to continue recognition of professional status.   | iii   |
| <b>Planning &amp; Delivery of Work:</b><br>Plans and organises work to meet individual, team and directorate/departmental objectives whilst achieving quality and value for money.<br>Recognises good performance and tackles poor performance.<br>Ensures delivery against plan.<br>Identifies information needs and ensures they are delivered in a timely and effective manner.   | iii   |
| <b>Analysis and use of Information:</b><br>Identifies and uses various sources of evidence to support outputs.<br>Uses evidence to evaluate policies, projects and programmes.<br>Works confidently with data before making decisions: e.g. interpret trends, issues and risks.<br>Establishes underlying causes of problem.<br>Considers options before deciding solution.  | iii   |
| <b>Decision Making:</b><br>Solves problems that have significant short-term implications for the organisation.<br>Assesses the impact of decisions.<br>Identifies causes rather than just symptoms to inform solutions.<br>Uses trends and patterns in information for evidence based decisions.<br>Confident in making decisions within policy guidelines.<br>Assembles available knowledge to ensure evidence based decisions. | iii   |
| <b>Working with Others:</b><br>Informs, consults and influences others using a range of communication mechanisms.<br>Engages with others to gather information.<br>Shares and implements good practice with others.<br>Works with senior management and other stakeholders.  | iii   |
| <b>Communication:</b><br>Varies language and content to ensure understanding of audience.<br>Facilitates understanding by explanation and example.<br>Highlights key points for summary from detailed and complex documents.   | iv    |
| <b>Influencing and Persuading:</b><br>Encourages and provides constructive feedback to improve performance.<br>Ensures alternative approaches to work are effective in meeting the organisation and individual needs.<br>Remains constructive when disagreeing or challenging.<br>Challenges inappropriate employee behaviours.  | iii   |



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| Competency  | Level |
|---|-------|
| <b>Dealing with Change:</b><br>Encourages employees to embrace and contribute to change.<br>Presents the business need for change and can focus others on the positive aspects.<br>Enables others to implement change.<br>Anticipates obstacles to change.  | iv    |
| <b>Continuous Improvement:</b><br>Can describe what the future looks like in terms of service improvements and modernisation.<br>Motivate others to improve and develop their performance.<br>Constructively challenges existing strategies.<br>Sets SMART objectives for teams and evaluates them.   | iii   |
| <b>Managing Resources:</b><br>Ensures appropriate resources and levels of capability to deliver to plan.<br>Uses management information to monitor/control resources.<br>Supports initiatives for new and more efficient use of resources.<br>Gains respect and credibility from team members through effective delegation, coaching and development. | iv    |



## PERSON SPECIFICATION

| Criteria   | Essential / Desirable | Application Form | Selection Process |
|--|-----------------------|------------------|-------------------|
| <b>Qualifications:</b>   |                       |                  |                   |
| Level 3 CIPD or equivalent qualification, or equivalent level of demonstrable attainment or experience or willingness to study                               | E                     | √                |                   |
| <b>Knowledge &amp; Experience:</b>   |                       |                  |                   |
| Previous experience of working in a HR or Training role, supporting managers through providing advice and guidance on varied issues with a focus on training | E                     | √                |                   |
| Proven track record of identifying training needs, developing and implementing training strategies, and evaluating learning outcomes                         | E                     | √                | √                 |
| Experience of creating and delivering bespoke and innovative learning and development interventions  | E                     | √                | √                 |
| Experience of supporting change processes, ideally in the public sector  | D                     | √                |                   |
| Experience of analysing and interpreting information to develop solutions or solve problems  | E                     | √                | √                 |
| Experience of dealing with financial accountability and procurement systems (preferably in a public sector environment)                                      | D                     | √                |                   |
| <b>Skills and Abilities:</b>   |                       |                  |                   |
| Excellent verbal, written and presentation skills, including the ability to explain complex ideas and engage people  | E                     | √                | √                 |
| The ability to define and use analytics to support decision making   | E                     |                  | √                 |
| Able to use professional judgement and diplomacy to make decisions   | E                     |                  | √                 |
| Confident in using ICT systems relevant to role, including Management Information Systems and MS Office  | E                     |                  | √                 |
| Able to plan, manage and review tasks for team members   | E                     |                  | √                 |
| Strong interpersonal skills including motivational, negotiating, influencing and relationship building   | E                     |                  | √                 |



## PERSON SPECIFICATION

| Criteria  | Essential / Desirable | Application Form | Selection Process |
|---|-----------------------|------------------|-------------------|
| Excellent time management and planning and organisation skills  | E                     |                  | √                 |
| The ability to be creative and identify improvements and anticipate and respond to change   | E                     |                  | √                 |
| Proficient at assessing problems and determining the most appropriate action  | E                     |                  | √                 |
| Self-motivated self starter, demonstrates initiative and is curious in relation to understanding and identifying personal development opportunities for self and others | E                     |                  | √                 |
| Is approachable and confident in developing team members to acquire skills and experience   | E                     |                  | √                 |
| <b>Other:</b>   |                       |                  |                   |
| Willingness to work flexibly – some evening work may be required.   | E                     |                  | √                 |
| Committed to safeguarding and promoting the welfare of children, young people and vulnerable adults.  | E                     |                  | √                 |
| Contribute to a positive working environment ensuring commitment to equality and diversity.   | E                     |                  | √                 |

### Our Values

#### FAIRNESS

We act as role models and have fair and consistent standards. We champion equality, inclusion and respect.

#### INTEGRITY

We communicate openly and we are honest, accountable and ethical.

#### TEAMWORK

We work together and we support each other.