

Job Description and Person Specification

Senior Learning, Development and Change Consultant [PO-6]

A Lambeth to be proud of



Job Title: Senior Development and Change Consultant x 1

Department: Communities, Governance and Change

Division: Human Resources and Organisational Development

Business Unit: Organisational Development and Learning

Grade: PO6

Reports to: Learning, Development and Change Manager

Responsible for: 1 x Learning Development & Change Advisor
1 x HR Assistant OD & Learning (Scale 6)

Context

The Human Resources and Organisational Development function has an ambitious culture change programme. We are committed to engaging the workforce through our vision 'connected by purpose,' emphasising the importance of employees' roles in enhancing the lives of our residents and the communities we serve. Our people are at the heart of the workforce transformation programme with a key focus on improving the workforce experience to understand the moments and things that really matter to them to help them perform at their best.

The Refreshed Workforce Transformation Programme focuses on getting the basics right and describes the following aims to ensure we have the right foundations to enable good people management practice across the council:

- A fit for purpose modern Human Resources and Organisational Development function structure which is flexible and responsive to changing needs of the business and staff with the right skills and capability to support the business
- Clarification of roles and responsibilities for managers, Human Resources and Organisational Development function and employees
- A modern recruitment service that inspires people to seek employment in the council which is simple and easy to follow
- Providing managers and leaders with the fundamental baseline information and data to make good people management decisions
- Focus on developing our leaders, managers and Human Resources and Organisational Development function professionals on the fundamentals of good people management practices
- Supporting leaders and managers to make good decisions on people management casework to minimise risk to the council and improve the experience for staff

Increased autonomy to all teams and individuals to make decisions direct to the business to resolve issues without the need for bureaucratic decision making and pushing issues to senior level.

Job Purpose

The post holder will be responsible for leading the development, skills and training of the Lambeth council workforce supporting the council to achieve its strategic objectives and deliver on the corporate plan priorities.

To actively lead on promoting the council's vision, values, aims, objectives and priorities - putting our citizens first through the delivery of best value services.

To regularly consult with and influence all stakeholders including Managers, Heads of Service and Directors to:

- fully understand business needs and desired outcomes
- lead on the design, deliver and evaluate a range of development and change interventions
- influence and enable leaders and employees to achieve their organisational objectives
- work within the best value duty to improve services provided to our customers and citizens

To act as deputy for the Learning, Development and Change Manager when required.

Responsibilities

1. To promote and support the development of the workforce and the achievement of the council's strategic priorities.
2. To ensure that a range of effective evidence-based workforce strategies are in place across the council, consistently using data and analytics to inform decisions.
3. To develop, maintain deliver a corporate learning, development and change plan that prioritises needs and links to the key objectives of the council and ensure that assessment and evaluation of all outcomes is embedded in L&D practice across the council,
4. Through leadership development, enable and empower managers to improve team and individual performance.
5. To provide timely and relevant advice and guidance to leadership teams, other managers or staff, external partners and others and deliver skills interventions as and when required. To direct and deliver creative and innovative learning and development solutions to support change initiatives, contribute to training design and oversee performance measures that ensure programmes meet their objectives.
6. To work proactively to create a modern L&D offer making best use of new technologies, digital tools and data to embed a fully blended and accessible learning approach.
7. To develop, design and promote continuous professional development programmes and ensure that appropriate strategies or programmes are in place for increasing the skills of front line operational and support staff.
8. To work with colleagues across HROD, Equity and Justice and other key stakeholders to shape and deliver development of the council's leadership capacity to do the basics well and implement and sustain change.
9. To lead on the design of programmes, training events and development opportunities that will support the workforce to meet council priorities and professional requirements, including the procurement, design, delivery, and coordination of training interventions, to the workforce.
10. To participate in all developmental activity for Oracle and other key technical systems and platforms as required.
11. To actively promote the council's equity and justice agenda within all OD and Learning programmes ensuring a collective focus on delivering the Lambeth 2030 ambitions
12. To promote learning and development through experiential learning and seek to continuously develop and improve the L&D function, demonstrating best value.

13. To work in collaboration with colleagues across the OD and Learning, HR Service, across the council - to identify and develop learning solutions to OD challenges.
14. To lead improvements in performance management practices in the council by acting as an internal consultant on management and organisational development matters, sourcing relevant interventions where appropriate.
15. To establish and maintain a network of internal and external contacts (local and national) to horizon scan, seek intelligence identify good practice and source opportunities for collaboration and partnership working.
16. To initiate and participate in joint working with outside organisations to develop partnership working. Attend and contribute to other relevant external forums to share best practice and identify innovative and rapid responses to emerging critical / essential learning and performance issues.
17. To act as lead for coordinating and maintaining the ODL workplan / Culture Change project plan.
18. To be responsible for coordinating and reporting on the service's KPIs for a range of corporate reporting and auditing requirements
19. To manage Freedom of Information (FOI) and Subject Access Requests (SARs) on behalf of OD and Learning.
20. To actively seek opportunities to contribute to the council's corporate responsibility in relation to climate change by taking action and limiting the carbon impact of activities within your role and championing this work.

Flexibility

- The above is not an exhaustive list and the role holder may be required to undertake additional or alternative tasks and duties as the needs of the business dictate, provided they are within the individual's capabilities and skills set at an appropriate level.

Variation

- This is a description of the job as required 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 conducted by the appropriate manager in consultation with the postholder.
- In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Assistant Director reserves the right to make changes to your job description following consultation.

PERSON SPECIFICATION

For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.			
<p>It is essential that in you can meet the following requirements for the role and be able to give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A).</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with “Ticks” (ü) on the person specification when you complete the application form.</p>			Shortlisting Criteria
Key Knowledge	K1	Knowledge and understanding of L&D principles and best practice, including all aspects of diversity	A
	K2	Demonstrable knowledge of implementing new learning technologies	A
	K3	Knowledge of learning technologies and how these are applied to and integrated within Learning and OD strategies	A
Relevant Experience	E1	Experience of designing and delivering strategic and operational learning and development interventions in a customer focused organisation.	A
	E2	Experience of project managing multiple projects and delivering on time	A
	E2	Demonstrable experience of using data and analytics to deliver OD and learning interventions	A
	E3	Experience of working in partnership with business and Senior Managers, aligning OD and learning interventions to business needs and providing clear, balanced advice and guidance on complex issues.	A
	E4	Experience of engaging the workforce voice to inform OD and Learning practice	
Qualification	Q1	<i>Desirable but not essential</i> A relevant degree or equivalent, or graduate membership of an appropriate professional body e.g. CIPD or working towards a relevant qualification	
	Q2	<i>Desirable but not essential</i> A relevant qualification in project management or working towards a relevant qualification	

Core Values and Behaviours		<p>Equity</p> <ul style="list-style-type: none"> • Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter. • Ensure fairness and justice is at the heart of my decision making and support to my team and others. • Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do. • Develop others and ensure we work as one team for Lambeth, encouraging everyone to play their part • Take positive action to ensure everyone in my team has opportunities to learn and grow at work • Encourage everyone to be themselves at work and value who they are • I am inclusive and actively celebrate diversity, recognising everyone in my team as individuals. 	
		<p>Kindness</p> <ul style="list-style-type: none"> • Treat each member of my team with respect and dignity just as I would want for myself. • Encourage each member of my team to do their very best work and am available to them to provide support and guidance. • Personalise my support to each team members and look out for them, lending a hand wherever I can • Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together • Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard • Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals. • Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth. • Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that impact on them, working together to find solutions. 	
		<p>Accountability</p> <ul style="list-style-type: none"> • I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way • I ensure my team and employees take individual and collective accountability for performance and delivery, making sure that they have clear plans and performance objectives. 	

Core Values and Behaviours		Accountability...continued <ul style="list-style-type: none"> • I ensure my team plan ahead, getting the basics right and take swift action when problems arise • I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others. • I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track. • I share my learning, knowledge and skills with others thorough coaching and mentoring and encourage others to do the same. • I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do. • I encourage my team to learn and grow and ask questions to find the information they need to do their jobs 	
		Ambition <ul style="list-style-type: none"> • Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do. • Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved. • Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together • Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes • I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities. • Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries. • Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth. 	