



Role Profile

Digital Skills & Learning Lead Officer

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|---------------|-----------------|-------|------------|
| Reference No. | A4893 | Type | Individual |
| Service | Human Resources | | |
| Job Family | Professional 3 | Grade | FC9 |

Purpose

To lead programmes and projects and manage a team of staff in the delivery of training, development and support that drives digital skills and learning priorities across the Council.

To work collaboratively with partners across the Council in the provision of consultancy support that drives Corporate and Directorate requirements relating to digital skills, learning, digital transformation, and performance improvement through organisational development (OD).

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

- Lead and manage a team in the development and implementation of digital skills, digital capabilities, learning strategies, and frameworks for Fife Council.
- Contribute to the development, implementation, and delivery of strategic change initiatives, leading on assigned and/or agreed work areas. Devise and contribute to plans to support the implementation of strategic objectives and priorities.
- Lead and contribute to transformational training and development activities across the organisation to improve both individual services and wider organisational effectiveness through digital skills and learning.

Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility

| E | D |
|---|---|
| ✓ | |
| | ✓ |
| ✓ | |
| ✓ | |

- Educated to SCQF Level 9 which includes a degree or equivalent
- Ideally this education level should include either a relevant accredited qualification in an IT-related subject or a qualification in management/supervisory management
- Experience in project management
- Knowledge of project management practices

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|---|--|-------------------------------------|----------|
| <p>Provide business-focused consultancy to assist the Council to implement its Digital Strategy, particularly around digital skills, and learning.</p> <p>Prepare and project short, medium, and long-term programmes of work from business case through risk management to post implementation evaluation.</p> <p>Take a lead role in digital upskilling initiatives and activities across the Council particularly in project and programme management and stakeholder consultation.</p> <p>Monitor and evaluate completed projects and programmes of work to determine the effectiveness and ensure findings are factored into future asset management decision making processes.</p> <p>Develop and oversee the delivery of project plans linked to digital skills and learning of corporate systems and solutions. Liaise with and report progress to identified project stakeholders.</p> <p>Collaborate with colleagues across the Workforce Strategy and OD Teams to ensure digital transformation is factored, integrated and driven as part of a wider organisational development strategy.</p> | <p>Ability to think strategically with experience of translating strategy into deliverable plans</p> <p>Ability to translate technical and specialist information to convey to a range of audiences, both verbally and in writing</p> <p>Ability to reconcile conflicting viewpoints and demands</p> <p>Ability to work autonomously</p> | <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> | |
| <p>Ensure that strategies and priorities are set, workloads and workplans are organised to deliver on agreed priorities for a designated team.</p> <p>Measure and manage workflows.</p> | <p>Experience of staff management of a team</p> <p>Coaching and mentoring skills</p> | <p>✓</p> <p>✓</p> | |

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|--|---|--|----------|
| <p>Set targets for the team and individuals in relation to the roll-out of agreed initiatives and activities.</p> <p>Allocate resources to support and ensure the timeous delivery of tasks, projects and activities.</p> <p>Provide professional leadership and support to the team and others through</p> <ul style="list-style-type: none"> • Personal and team development • Coaching • Managing attendance • Performance and conduct • Project work • Fostering knowledge sharing within and across teams. <p>Provide appropriate feedback and support to individuals and entire team.</p> | <p>Ability to organise work of self and team, ensuring quality control and delivery to deadlines</p> <p>Ability to monitor performance and review information to make improvements</p> | <p>✓</p> <p>✓</p> | |
| <p>Responsible for Digital Skills training offerings, including programmes, their evaluation and redesign as necessary.</p> <ul style="list-style-type: none"> • Plan, research, design and deliver training, learning programmes and eLearning/blended learning packages, using current learning delivery platforms and tools appropriate to the operational context to meet operational services digital skills and learning development goals • Create and collaborate on joint training programmes with partner organisations as required • Evaluate quality and relevance of training • Ensure conducive learning environment for purpose of training • Work collaboratively within Workforce Strategy and OD team | <p>Post-qualification experience in a learning and development role</p> <p>Strong digital skills, knowledge, and mindset</p> <p>Experience of design and delivery of digital skills training and learning</p> <p>Analytical skills</p> <p>Ability to research and interpret information and data, identifying options and best practice</p> | <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> | |

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|---|--|---|--------------------------------------|
| <p>Design, develop and deliver new digital skills courses, training offerings, and programmes (including specialist subjects).</p> <ul style="list-style-type: none"> • Gain understanding of new/and changing digital systems • Conduct training needs analysis for existing and future system users • Create training approach/strategies for new systems • Develop new programmes • Ensure all trainers have the knowledge and resources to deliver developed training <p>Work collaboratively with key stakeholders to ensure successful delivery.</p> <p>Manage the production and development of training and training materials including user guides, instructional manuals, eLearning/blended learning/face-to-face courses using a variety of media.</p> | <p>Ability to interpret and present complex information derived from a range of sources clearly and succinctly</p> <p>Experience of design and delivery of digital skills training and learning</p> | <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> | |
| <p>Analyse and manage aspects of performance in relation to:</p> <ul style="list-style-type: none"> • The Team • Services delivered • Customer satisfaction <p>Create and provide regular performance reports linking inputs, outputs, and outcomes. Produce and share performance information.</p> | <p>Ability to develop evaluations, monitor performance, and review information to make improvements</p> <p>Ability to produce performance reports, analyse trends and identify, recommend, and implement improvement measures</p> <p>Ability to provide advice to colleagues and other services on IT skills training elements with business process redesign and introduction of new IT systems</p> | <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> | <p style="text-align: center;">✓</p> |

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|---|---|----------|----------|
| <p>Review service delivery, ensure that agreed targets are met and prepare proposals to meet forecast changes in the level or type of service.</p> <p>Develop and implement solutions for continuous improvement.</p> <p>Develop and apply effective systems and processes for the team to improve links to the wider organisation.</p> | | | |
| <p>Lead on procurement of external contractors to deliver corporate training as required; monitoring and managing contracts, eLearning, and software licenses</p> | <p>Understanding of contract management and procurement requirements</p> | | ✓ |
| <p>Serving as a subject expert, provide advice, support and direction to colleagues and expert advice and guidance to Service Managers, Senior Managers, and partners</p> <p>Attend, participate, and lead in a range of internal and external fora including working groups, workforce planning forums, projects, programmes, and business meetings. Ensure service delivery objectives, technical requirements, and co-dependencies are clearly represented and understood.</p> | <p>Ability to engage staff at senior levels</p> | ✓ | |
| <p>Undertaking all other duties as required for the role. Duties will be in line with the grade.</p> | | | |

| Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required | |
|---|---|
| <p>Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.</p> | |
| Additional Information – the following information is available: | Expected Behaviours |
| <ul style="list-style-type: none"> • Skills Framework (if applicable) • How we work matters | <p>Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.</p> <p>Please refer to How We Work Matters Guidance to learn more.</p> |