

WORKFORCE DEVELOPMENT LEAD OFFICER (Training and Systems)			
Reference No.	I147.01	Type	Individual
Service	Human Resources		
Job Family	Professional 3	Grade	FC9

Purpose
<p>To ensure that client services are appropriately supported to implement and design business-critical systems that align to service priorities through the provision of expert technical expertise and insight.</p> <p>Manage/lead a team of professional staff to deliver projects and priority areas of learning and development activity that help deliver change and drive performance improvement.</p>

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Leading and managing a team of professional staff, overseeing, prioritising and delegating tasks and workloads as appropriate.	<p>At least one of the following awards must be at SCQF Level 9 or above:</p> <ul style="list-style-type: none"> <li>A relevant accredited qualification in an IT-related subject</li> <li>A qualification/working towards a qualification in management/supervisory management</li> </ul> <p>Expert knowledge of primary client recording systems (Adult Integrated System (AIS) and SWIFT)</p>	<p>✓</p> <p>✓</p> <p>✓</p>	

## Role Profile

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Ensuring that individual and team workload priorities and remits are clearly understood and linked to core business, development strategies, workforce change projects, service plans, the Health and Social Care Workforce Strategy and Strategic Plan. Articulating and promoting those objectives embodied within service plans and strategies.	Ability to work under pressure and deal with competing demands while demonstrating effective leadership	✓	
Setting targets for the team and individuals in relation to the roll-out of agreed initiatives and activities. Allocating resources to support and ensuring the timeous delivery of tasks, projects and activities. Providing appropriate feedback and support, measuring and managing workflows.	Ability to interpret and present complex information derived from a range of sources clearly and succinctly	✓	
Providing advice, support and direction to colleagues and expert advice and guidance to Service Managers, Senior Managers and partners.	Ability to plan effectively and maximise the use of available resources	✓	
Contributing to developing, implementing and delivering of strategic change initiatives. Devising and/or contributing to plans to support the implementation of strategic objectives and priorities.	Ability to interpret and clearly communicate strategic objectives and apply these to the operational context	✓	
Assisting managers within client services to meet their workforce change objectives by supporting the development of plans and activities within individual business sections of directorates.	Ability to reconcile conflicting viewpoints when working with stakeholders from different agencies and Fife Council directorates (Focus on customers – See ‘How We Work Matters’ Framework)	✓	
Undertaking research, presenting reports, undertaking analysis, providing guidance, and options appraisals linked to workforce change initiatives. These may be of a complex and technical nature, requiring clear and concise presentation to guide decision-making within client services. Identifying, communicating and acting upon anticipated trends.	Knowledge and understanding of the drivers impacting on Fife Council and the primary client  Ability to clearly present verbal and written reports to a range of audiences	✓  ✓	✓

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Attending a range of internal and external fora including working groups to ensure that service delivery objectives and technical requirements, co-dependencies are clearly represented and understood. Including representing HR. As subject expert, inputting appropriately to working groups, projects and reports. Providing specialist input to workforce planning forums and business meetings.	Experience of leading projects and working groups	✓	
Designing and delivering workforce planning and learning strategies aligned to business improvement and service plan objectives. Preparing and initiating delivery strategies linked to workforce change projects and strategic plans.	Knowledge of the operational context including legislation and policy drivers  Understanding of policy and operational context impacting on the service area	✓	✓
Leading, chairing and/or contributing to working groups and project groups linked to workforce and transformational change activity.	Experience of chairing meetings, reaching clear conclusions and reconciling differing viewpoints (Work together)  Ability to develop and sustain positive working relationships with a range of internal and external technical and professional partners and stakeholders	✓  ✓	

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Leading the development of a range of targeted learning and development interventions (including e-learning and blended learning) appropriate to the operational context.	Experience of managing and contributing to the development of online learning tools and systems  Experience of managing or contributing to the development of e-learning Platforms and associated applications  Understanding and experience of developing e-learning and online learning	   ✓	✓  ✓
Developing and overseeing the delivery of project plans linked to strategic change objectives. Liaising and reporting progress to project sponsors.	Experience of using project improvement tools and approaches	✓	
Developing and delivering innovative, cost-effective and efficient learning solutions to agreed specification, including developing bespoke solutions based on client requirements. Contributing to the development of Fife Council wide elearning solutions.	Experience of using project management tools and approaches  Applied knowledge and experience of using Moodle in a work context  Knowledge and applied understanding of adult learning theory	✓  ✓  ✓	

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Managing, maintaining and contributing to the development of business critical systems. Managing and overseeing the development of the Social Work Learning Portal. Providing expert perspective on the systems development aspects of AIS and SWIFT. Ensuring compliance and user acceptance testing. Liaising with system providers and monitoring the impact of upgrades on systems. Providing costings and options in respect of activity linked to hardware/software upgrades.	Expert knowledge of AIS/SWIFT  Working knowledge of learning management systems  Experience of managing elearning platforms	✓  ✓	✓
Liaising with IT colleagues. Attending and where appropriate, leading working groups to develop and refine elements of systems based on customer requirements within the delegated area of responsibility.	Competence in the use of dedicated software packages, e.g. Articulate, Adobe Captivate (Embrace technology and Information)	✓	
Developing and managing performance management systems and quality assurance measures.	Experience of creating SCORM compliant elearning objects	✓	
Creating and providing regular performance reports linking inputs, outputs and outcomes. Producing and and sharing performance information.	Ability to produce performance reports, analyse trends and identify, recommend and implement improvement measures (Deliver results)	✓	
Contributing to the the delivery of the annual Quality Assurance Report.	Experience of presenting qualitative and qualitative data	✓	
Promoting and contributing to the upskilling of the workforce.	Ability to address poor performance and recognise good performance within the team context	✓	

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In collaboration with team and corporate colleagues undertaking and directing activities aimed at the delivery of learning via digital, e-learning and blended learning formats.	Experience of undertaking learning needs analysis and the design, implementation and quality assurance of training plans  An accredited qualification in online facilitation (Certificate in Online Facilitation or equivalent)	✓	✓
Managing the production and development of training materials including user guides, instructional manuals, elearning courses using a variety of media.	Experience of designing and overseeing the management of learning and training materials  Understanding of adult learning theories and associated workforce development approaches	✓  ✓	
Managing and allocating a devolved budget. Being accountable for spending decisions through the maintenance of spreadsheets and commitment costings sheets. Monitoring and addressing anticipated underspends and overspends.	Experience of managing budgets and preparing budget submissions  Ability to plan, prioritise and adapt budgets based on identified and anticipated priorities (Take ownership)	✓  ✓	✓
Liaising with Procurement where appropriate.	Understanding of best value principles and ability to apply these within the operational context		✓
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

**Additional tasks or responsibilities** – this is a generic role, however this particular job may also require you to undertake the following:

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**Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required**

Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input checked="" type="checkbox"/>
	Basic Disclosure <input type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

**Additional Information** – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

**Expected Behaviours** – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results