

Job Description



Social Services Department

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|---------------------------|---|----------------------|---------------------|
| Post Title | Workforce Development Facilitation Assistant | | |
| Post Number | BG09136 | Grade | 4 |
| Base | Foxes Lane, Oakdale | Hours of Work | 37 |
| Car User Allowance | Casual | Disclosure | No |
| Contact | Team Manager | Updated | January 2016 |

Principal Job Purpose

Responsible to: Project Officer

Responsible for: To coordinate and deliver identified areas of the service delivery requirements for the Workforce Development Service.

As part of the service, contribute to the delivery and assurance that statutory obligations regarding training, qualification, and professional body and council registration are met.

Principal Accountabilities

- 1 To comply with the relevant sections of policy on Health, Safety and Welfare at Work.
- 2 To adhere to the principles of Equality Policy and ensure commitment to anti-discriminatory practice.
- 3 To develop and deliver identified areas of the service delivery requirements for the Workforce Development Service.
- 4 To provide an advisory and interpretation service to management and employees, in particular those relevant to the provision of learning opportunities.
- 5 Contribute to research and interpret business requirements into workforce development/planning systems and processes
- 6 Complete monitoring processes and analyse results to ensure that all regulatory and statutory requirements for qualifications, competence, and registration are met.

- 7 In liaison with the other Service Delivery Assistants, public private and third sector organisations, enable training and learning solutions to prevent harm to the vulnerable, and improve the safety of the vulnerable.
- 8 Contribute to the research and development of policy documentation that meets the individual requirements of the organisation.
- 9 Operate within and to procurement regulation and instruction.

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 Take responsibility for some, and any of, numbers **10** through to **21**

- 10 Operate a system/process to provide the accurate and timely reporting of data as required by either council, funding/grant management, and government inspectors/auditors
- 11 Provide facilitation services to support Coordination of local Partnership's.
- 12 Operate a performance reporting service for the accreditation of learning and competence proven in the workplace (QCF/NVQ)
- 13 Contribute to the monitoring of, and reporting against, national and local standards of delivery (NOS)
- 14 Operate a reporting system/process to meet requirements for qualification, practice learning, and post qualifying.
- 15 Provide an event marketing and management service, including facilities and participants
- 16 Operate a monitoring and reporting system/process for the financial requirements associated with the delivery of the service
- 17 Contribute to the development of ways to support the involvement and inclusion of service users in design and delivery of services
- 18 With others in your section, take shared responsibility to meet the staff cover requirements for the team base and any other delivery venues and ensure that customer service standards are adhered to.
- 19 Operate a programme of evaluation tools, analyse information and report results.
- 20 Contribute to the maintenance of the WDT Website
- 21 Contribute to the development of systems and their use

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- 22 Communicate any contacts offering sources of funding to deliver the service including contributing to the securing through application WG funding and grant.
 - 23 Supervise and coach placements and work experience students
 - 24 Contribute to the strategic level plans that satisfy government, inspectorate, and financial regulations – including bidding for grant funding
 - 25 Create partnerships, collaborations and joint working with other departments and service areas, in particular those in support services
 - 26 Collaborate with other organisations and departments to deliver cost effective and efficient solutions.(e.g. other service areas and throughout the council, other LA's, the Partnership)
 - 27 Respond to legal, technical, and environmental changes that impact upon the development of a workforce
 - 28 Contribute to recommendations for the strategic plan in order to prepare for the workforce skills and knowledge requirements of the future
 - 29 Support employees with the implementation of any new legislative requirements.
 - 30 Contribute towards the monitoring and review of the strategic direction of the service and the service delivery model.
 - 31 Deputise for the Project Officer.

Person Specification – Non Managerial

| 1. Qualifications & experience | Assessment Method | | | | |
|---|-----------------------|------------------|-----------|------------------------|---------------------|
| Qualifications/relevant experience | Essential / Desirable | Application Form | Interview | Other (please specify) | Probationary Period |
| Business Administration or Workforce Development Qualification to Level 3/4 | E | | | | |
| Other experience | | | | | |
| <ul style="list-style-type: none"> • Learning and Development • Children's Act and working processes • Protection of Vulnerable Adults • HR Systems, data reporting systems • Systems and process, Workflows | D | | | | |
| Knowledge/Skills | | | | | |
| <ul style="list-style-type: none"> • IT competence and confidence • Advanced customer service skills • Advanced database or spreadsheet use • Data manipulation skills • Communication skills • Political Awareness • Tact and Diplomacy • Sector Awareness • Partnership and relationship building skills • Analysis and Interpretation skills • Ability to set up Training room facilities | E | | | | |
| <ul style="list-style-type: none"> • Experience of systems use, interpretation, and manipulation of data • Experience of front line customer service • Experience of joint working/collaboration and working in partnership • A working knowledge of the social care sector and health • Processing information to meet deadlines • Procurement of goods or services • Evaluation tools • Business Objects | D | | | | |
| 2. Special Requirements | Essential / Desirable | Application Form | Interview | Other (please specify) | Probationary Period |
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3. Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework.

In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the Authority's performance coaching scheme.

| | | Assessment Method | | | |
|-------------------------------|---|-------------------|-----------|---|---|
| Topic | Competencies | App. Form | Interview | Other e.g. presentation, discussion group, simulation, etc (please specify) | Probationary Period/ Performance Coaching |
| Delivering the service | Plans ahead, organises work in advance | | | | ✓ |
| | Involves line manager/colleagues in setting and meeting targets | | | | ✓ |
| | Reorganises work when necessary | | | | ✓ |
| | Sees tasks through to completion whenever possible | | | | ✓ |
| | Seeks help if workload becomes unmanageable | | | | ✓ |
| | Uses initiative to report issues that arise that impact on others | | | | ✓ |

| | | Assessment Method | | | |
|---------------------------------|--|-------------------|-----------|---|---|
| Topic | Competencies | App. Form | Interview | Other e.g. presentation, discussion group, simulation, etc (please specify) | Probationary Period/ Performance Coaching |
| Improvement & Change | Is prepared to try new things & feedback results | | | | ✓ |
| | Understands that changes are needed if things are to be improved | | | | ✓ |
| | Finds new and creative ways of doing things better | | | | ✓ |
| | Actively seeks to develop own skills and knowledge | | | | ✓ |
| | Learns from mistakes & welcomes constructive feedback | | | | ✓ |

| | | Assessment Method | | | |
|-------|--------------|-------------------|-----------|---|---|
| Topic | Competencies | App. Form | Interview | Other e.g. presentation, discussion group, simulation, etc (please specify) | Probationary Period/ Performance Coaching |

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|---|--|--|--|----------|----------|
| | | | | specify) | Coaching |
| Providing Excellent Customer Service | Recognises the importance of high standards of customer service | | | | ✓ |
| | Is committed to providing an excellent service to all citizens | | | | ✓ |
| | Understands the links between own professionalism and the possible impact on the organisations image | | | | ✓ |
| | Has a professional attitude that sets an example to colleagues | | | | ✓ |
| | Takes pride in own work and that of colleagues | | | | ✓ |
| | Is respectful, courteous and helpful at all times | | | | ✓ |

| | | Assessment Method | | | |
|---------------------|---|--------------------------|-----------|---|--|
| Topic | Competencies | App. Form | Interview | Other e.g. presentation, discussion group, simulation, etc (please specify) | Probationary Period/ Performance Coaching |
| Team Working | Reacts constructively to others' suggestions and requests | | | | ✓ |
| | Recognises potential value of others' opinions and actively seeks their contributions | | | | ✓ |
| | Asks for help when necessary | | | | ✓ |
| | Actively seeks to help others | | | | ✓ |
| | Is aware of the impact of own behaviour on others | | | | ✓ |

| | | Assessment Method | | | |
|----------------------|--|--------------------------|-----------|---|--|
| Topic | Competencies | App. Form | Interview | Other e.g. presentation, discussion group, simulation, etc (please specify) | Probationary Period/ Performance Coaching |
| Communicating | Adapts content and style to help others understand | | | | ✓ |

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|--|---|--|--|--|---|
| | Makes sure that people are regularly informed | | | | ✓ |
| | Uses appropriate language, gestures and tone when talking with others | | | | ✓ |
| | Checks others have understood & seeks advice when necessary | | | | ✓ |
| | Actively seeks to improve all forms of communication with others | | | | ✓ |
| | Communicates professionally by using formal channels appropriate to the situation | | | | ✓ |