



Workforce Development Department

Post Title	Workforce Development Facilitation Assistant		
Post Number	BG09137	Grade	4 (scp 7 – 12)
Base	Foxes Lane, Oakdale Agile Working	Hours	37 per week
Car User Allowance	N/A	Disclosure	N/A
Contact	Business Partner	Updated	January 2023
Politically restricted	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes *		

* The position is politically restricted within the provisions of the Local Government and Housing Act 1989 as prescribed in the Local Government Officers (Political Restrictions) Regulations 1990.

Principal Job Purpose

Responsible to: Workforce Development Officer

Responsible for: To facilitate the service delivery requirements of 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.

Essential Personal Attributes

1. Have a customer focused mind set and approach.
2. A dynamic and enthusiastic approach to the challenge of achieving an efficient and effective Workforce Development Service
3. Ability to work independently, use own initiative, and eager to learn.
4. Flexible and positive attitude towards working with all customers and stakeholders

Principal Accountabilities

1. Facilitate and deliver the service delivery requirements of the Workforce Development Service.
2. Provide an information and advice service to all customers including management.

3. Develop/operate monitoring processes, analyse results, and provide accurate and timely reports of information.
4. Contribute to the maintenance and delivery of the Workforce Development digital framework and digital delivery and facilitate our digital presence, website, social media activity, and all communication and engagement avenues.
5. Develop, operate, and maintain our learning management systems.
6. Provide an event marketing service, build contacts and relationships with training providers, learning facilities and customers.
7. Operate monitoring and reporting systems/processes for the financial, purchasing and contracting requirements associated with the delivery of the service
8. Contribute to the development of ways to support the involvement and inclusion of customers and who they work for in the design and delivery of services.
9. With others take a shared responsibility to meet customer service requirements and ensure that every interaction always has a positive impact on the reputation of the service.
10. Create partnerships with
 - organisations offering sources of funding to help deliver the service and contribute to applications for funding and grants.
 - collaborations and joint working with others, including other organisations and departments to deliver cost effective and efficient solutions.
11. Support customers and the the service to respond to legal, technical, and environmental changes.
12. Contribute to
 - recommendations for the strategic plan to prepare a workforce that has the skills and knowledge needed for the future.
 - the research and development of policy, strategy, action planning, and reporting.
 - the monitoring and review of the strategic direction of the service and the improvement of the service delivery model
13. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
14. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.
15. Deputise for the Workforce Development Officer and support apprentices/students.

Person Specification – Non Managerial

1. Qualifications & experience

Qualifications/relevant experience	Assessment Method				
	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Digital, Business Administration or Workforce Development Qualification to Level 3/4	Essential	✓			
Other experience					
<ul style="list-style-type: none"> • Learning and Development • Digital learning • Social Care/Health sector awareness • Workforce management systems, data reporting systems • Systems and process, Workflows • Customer service or helpdesk experience 	Desirable	✓	✓		
Knowledge/Skills					
<ul style="list-style-type: none"> • Digital competence and confidence • Advanced customer service skills • Advanced software/database/spreadsheet use • Data manipulation skills • Communication skills • Tact and Diplomacy • Partnership and relationship building skills • Analysis and Interpretation skills • Processing information to meet deadlines 	Essential	✓	✓		
<ul style="list-style-type: none"> • Experience of learning management systems use, interpretation, and manipulation of data • Office 365 and virtual conference platforms • Social Media skills • Digital Learning Content design or administration • 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 • Procurement of goods or services • Evaluation tools • Business Objects 	Desirable	✓	✓		

2. Welsh Language Requirements (please select one of the following)	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Welsh language skills are desirable (level 0 in all Welsh Language Levels above).	Desirable	✓			

	Level 0	Level 1 Entry	Level 2 Foundation	Level 3 Intermediate	Level 4 Advanced	Level 5 Proficiency
Listening/Speaking	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reading/Understanding	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please see "[Welsh Language Skills Guidelines](#)" on the Blaenau Gwent website for further information on the above levels.

3. Special Requirements	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Physically able to move conference room furniture and learning aids	Essential	✓	✓		

4. 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 & feed back 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	✓	✓		✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Providing Excellent Customer Service	Recognises the importance of high standards of customer service	✓	✓		✓
	Is committed to providing an excellent service to the all the citizens of Blaenau Gwent	✓	✓		✓
	Understands the links between own professionalism and the possible impact on the Authority's 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	✓	✓		✓

Topic	Competencies	Assessment Method			
		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	✓	✓		✓

Topic	Competencies	Assessment Method			
		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	✓	✓		✓
	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	✓	✓		✓