



Learning and Organisational Development Consultant Role Profile

Job Title: Learning and Organisational Development Consultant	Role Profile Number:
Grade: R Salary:	Date Prepared: 5 th November 2022
Directorate/Group: People, Culture and Organisational Resilience	Reporting to: Learning and Development Manager
Structure Chart attached:	Yes

Job Purpose

As our Learning and Organisational Development Consultant you'll play a key role in the delivery of our Learning & Organisational Development (OD) offer as outlined in the Council's People Strategy.

You will be an experienced learning and development expert, designing, delivering and evaluating a range of solutions, practiced at consulting with different levels of people managers across the organisation to grow and nurture capability. These solutions could form part of a published schedule of workshops or the commissioning of bespoke interventions to meet specific team needs.

The role will also require you to develop and deploy OD interventions, these will sometimes form part of strategic campaigns (examples might include improving employee engagement, development of a Managers induction programme or conducting a culture diagnostic) or you might also find yourself working as an internal consultant supporting an individual team or Directorate.

Coaching will play an important part in your practice, whether that be working on a 1:1 basis or delivering empowering solutions for our people managers across the organisation.

You will be comfortable in the blended learning space and will play an important role in maximising the Council's utilisation of the organisation's Learning Management System (LMS).

Working as part of a wider team, you will be open to sharing best practice in the development of your solutions, including the appropriate use of digital.

Key Accountabilities

- Create and deliver development content either face to face or virtually that is accessible, relevant and engaging, designed to meet the needs of the Council
- Evolve our Learning and Development provision; building on the blended learning approach and engaging with the organisation to look at development of its workforce; and to encourage individuals to self-develop
- Partner with our line Managers and the Strategic People Partner to understand the objectives of their teams and their development requirements associated with these objectives
- Be a coaching role model and be a proactive advocate for our internal coaching offer
- Manage development enquiries, deploying subject matter expertise and creativeness to ensure best solution benefiting organisation and individual is achieved, within the constraints of budget
- Support the annual training planning process, working with stakeholders and the Learning Admin team to identify and prioritise Directorate investment opportunities for the year ahead
- Communicate regularly with managers and their teams to support uptake of development activities and ensure that stakeholders can navigate and access the offer
- Build an external specialist network to keep up to date with the latest trends and research in L&D, OD, blended learning, digital learning and other relevant methodologies, to ensure that our offering supports these approaches where applicable
- To ensure training materials issued are accurate, relevant, and quality controlled
- Promote Career development – identify with managers the opportunity to upskill and prepare internal workforce for future moves
- Uses sound data analysis principles to regularly review our development offering. Ensuring interventions are relevant and continue to support the Council's needs whilst delivering a good return on investment
- Develop and maintain collaborative and productive relationships with service areas, colleagues, and representatives, establishing professional credibility
- Ensuring the design and delivery of all interventions will help support equality, diversity and inclusion
- Proactively, recognises trends and provides feedback to respective stakeholders, taking care to maintain learner confidentiality as appropriate
- Creates and validates reports for Council wide audit requests and external facing reports as requested

Knowledge & Experience

- Experienced internal or external Learning & OD practitioner, with particular experience in Leadership and Management Development
- Has previously managed a team and can bring this experience to add credibility to their Learning & OD practice
- Excellent understanding of learning design principles; Understands learning styles and how to apply that to developing learning content that is relevant; accessible and engaging
- Excellent facilitation skills , including the running of group listening events
- Experience of scoping out Learning & Development requirements via skills gap and training need analysis
- Familiar with 70/20/10 principle

- Experienced at handling effective career development conversations
- Coaching and influencing managers to solution issues
- Experienced in developing and delivering blended approaches to learning
- Ability to analyse, interpret and comment on internal and external reports and data
- Experience of designing and maintaining effective business processes
- Strong stakeholder engagement skills, including the ability to tailor communications to meet audience needs
- Strong working knowledge of EDI and Data Protection principles

Qualifications

- To have or be prepared to study for a Level 5 Learning and Development Qualification or equivalent
- Level 5 recognised Coaching or Mentoring qualification
- Licenced psychometric practitioner (ideally Insights)

Decision Making

- Managing sometimes challenging stakeholder conversations to identify the most appropriate solution
- Managing competing requests to ensure sound prioritisation based on business priorities

Creativity and Innovation

- Ability to work within budget constraints to develop innovative solutions
- Sharing best practice gleaned from network to ensure continuous improvement of the development offering
- Ability to understand future workforce developments and to apply in developing solutions

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • N/A • <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • N/A 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>No</p>
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Contacts and Relationships

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- Significant contact with members of Learning & OD team and HRIS team
- Signification contact with Managers across the Council
- Officer contact on a regular basis, evaluating the impact of interventions

- Regular contact with external vendors
- Regular contact with external network to share best practice

Other Key Features of the role

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	

