

Role Profile

Part A - Grade & Structure Information

Job Family Code	Select Code	Role Title	Learning & Development Practitioner Apprentice
Grade		Reports to (role title)	Training & Development Consultant or Team Manager
		Directorate	Business Services
JE Band		Service	IT & Digital
		Team	Service Transition
		Date Role Profile was created	18th November 2019

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>To undertake study towards achieving the L3 Learning & Development Practitioner apprenticeship standard.</p> <p>To develop the skills and knowledge to be able to support IT & Digital's Learning & Development function in its delivery of improved performance in the workplace at an individual, team and organisation level. The role holder will become proficient in:</p> <ul style="list-style-type: none"> • Identifying/collating and analysing learning needs • Establishing team and individual learning gaps • Researching, identifying/sourcing and arranging training events and learning solutions • Designing, delivering and evaluating training or learning; writing supporting documentation and content • Supporting the work of the relevant Project Teams or 'business as usual' Steering Group • Working with stakeholders and managers across the business to realise and evidence required outcomes • Maintaining accurate records (eg financial/L&D requests and attendance/feedback) and analysing and reporting on a range of performance indicators.
Work Context	<p>Service Transition is a function within the Customer & Partnerships group in the IT & Digital service of the Orbis partnership. One of Service Transition's key roles is to ensure that the implementation of technology and system changes is carefully and thoroughly planned and executed, including ensuring that staff and end users are readied/trained to take on new technology and tools and to use or support them effectively.</p> <p>This role works within the IT & Digital service providing learning & development to internal or external customers, either as part of ongoing 'business as usual' services or within a specific project context. It works as a member of one of the training groups in Service Transition, to support either the planning and commissioning of provider led L&D; the direct design and delivery of in house training, user guidance and support documentation; or both. There are close working relationships with Learning & Development leads, project managers and members of relevant project teams or steering groups.</p> <p>The post holder may occasionally be required to travel to other Orbis sites to develop and maintain excellent working relations with the services across the partnership and/or to deliver or support learning events.</p> <p>Major challenges include ensuring commitment of stakeholders, influencing colleagues, managing suppliers, accommodating changing IT & Digital and Orbis priorities, accurately recording administrative arrangements and costs and dealing effectively with all levels of staff within IT & Digital and business areas.</p>

Line management responsibility if applicable	None
Budget responsibility if applicable	No direct budget responsibility but responsible for accurately recording and reporting budgetary commitments and expenditure up to a value of £200k per annum.
Representative Accountabilities Typical accountabilities in roles at this level in this job family	
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	
Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>An interest in, and an understanding of, the importance of Learning & Development in the workplace</p> <p>An interest in Information Technology and a curiosity about how systems and gadgets work</p> <p>Energy and enthusiasm when working either individually or as part of a team and with customers</p> <p>Able to work effectively with members of different teams</p> <p>Proactively look, listen and question to understand and learn</p> <p>Ability to examine details but also to recognise the wider view</p> <p>Creativity and an ability to hold people's interest in a subject</p> <p>Excellent interpersonal skills with the ability to promote good practice</p> <p>Excellent written and oral communication skills</p> <p>Skilled in the use of common end user desktop productivity software e.g. MSOffice/O365, especially Word and Excel</p> <p>Ability to research questions and problems and propose solutions</p> <p>Reliable, resilient and confident, with good time management skills</p> <p>Functional skills:</p> <p>GCSE 4+/C+ or equivalent in English and Mathematics is desirable;</p> <p>GCSE 2+/E+ or equivalent in English and Mathematics is essential.</p>
Role Summary	

Reason for Benchmarking - please complete the appropriate Business Case below		
Reason	Guidance for Business Case	Business Case
A - Creation of a new role	Please provide context to the creation of this new role.	This is a new Learning & Development apprenticeship role created to support the centralised IT&D Learning & Development programme and to support large enterprise technology implementations.
B - Creation of a new role as a result of a reorganisation	Provide context for the reorganisation. Please include sufficient detail to explain the extent of the reorganisation (team level, department level, etc) as well as the impact on the responsibilities associated with this profile. How has this work been carried out previously and why this is no longer appropriate or, if there are new tasks, why do they need to be undertaken?	
C - The profile has been reviewed to more accurately reflect the existing duties of the current role	Please explain how the responsibilities of this profile have changed and what the impact of this has been on the team/department. Please state the current grade/level of the role and why the changed responsibilities sit appropriately at the proposed level.	
Date new role profile has been agreed with the role holder(s) Reason C of the business case only		
OM Number of the position - Reason C of the business case. State all position numbers that are affected, if there is more than one position with the same role title and grade. Please note that all position holders have to agree.		
Current grade of the position - Reason C of the business case		
Manager's OM Number this role reports to - Reasons A,B, C above		

Requesting manager's details

Manager's name	Manager's role title	Date request submitted to HR
Karen Guthrie	Service Transition Manager	

Approval Section

Requesting manager to confirm:		
1. Head of Service approval for the creation/amendment of the role 2. Senior Manager confirmation of the available budget Please note that it is your responsibility to obtain the appropriate authorisations before the job profile is submitted for job evaluation.		
Position	Name	Date of approval
Head of Service	Kris Scruby	
Senior Manager	Karen Guthrie	18/11/2019

To be completed and approved by an HR Advisor

HR Advisor to confirm that the role is at a correct level within the particular Job Family		
Position	Name	Date confirmed benchmarking to JE Coordinator
HR Advisor/Senior Advisor		
To be completed by JE Coordinator		
Reference Number		

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