

Job profile

JOB TITLE	Professional Development Support Officer
GRADE	AfC Scale Point 28
SALARY	£27,342 (spot salary)
JOB FAMILY	Workforce Development Service
DIRECTORATE	Business Services
REPORTS TO	Head of Organisational Development
RESPONSIBLE FOR	n/a
CONTRACT	Fixed Term until 31 March 2020

1. ABOUT ACHIEVING FOR CHILDREN

Achieving for Children was created by the London Borough of Richmond upon Thames and the Royal Borough of Kingston upon Thames in 2014, and since then has been commissioned to deliver children's services on behalf of both local authorities. In August 2017, the Royal Borough of Windsor & Maidenhead became a third owner of the company, and also commission our services.

Our vision for Achieving for Children is simple: by bringing together professional expertise from our owning local authorities, and by putting children and young people at the heart of everything we do, we will be able to deliver improved outcomes for families and give children and young people the best start in life.

2. ABOUT THE WORKFORCE DEVELOPMENT SERVICE

The Workforce Development Service is responsible for ensuring that the organisation's workforce and the wider children's workforce has the qualifications, knowledge, skills and abilities it needs to deliver effective and high-quality services to children, young people and their families. The service leads on the learning and development and organisational development of Achieving for Children and manages the contract of human resources to ensure that it operates effectively and efficiently, and has the tools it needs to develop and grow as a business.

3. MAIN PURPOSE OF THE JOB

The Professional Development Support Officer is funded through our Partners in Practice (PiP) programme. The post will fit within the organisational development team and liaise with the Professional Development Leads to support them on PiP related programmes in the design, commission and delivery of high-quality commercially-aware and cost-effective professional and organisational development activities.

Job content is listed below:

Professional

1. Support the development and delivery of the organisation's workforce development PiP programmes i.e. Signs of Safety practice model and Leadership Centre of Excellence to ensure that the programmes contribute to the knowledge, skills and abilities the workforce requires to deliver effective services to children, young people and their families.
2. Support Professional Development Leads, service managers and partner agencies to audit, identify and evaluate the professional development needs of the children's workforce.
3. Supporting Professional Development Leads, analyse and make recommendations on the organisational development requirements of the company's workforce based on an understanding of need and professional requirements.
4. Coordinate organisational development projects across the operational areas i.e. signs of safety training programmes, leadership conferences, wellbeing, accredited learning, talent management, induction and probation that is of high quality, meets the workforce needs and is cost effective.
5. Support the Head of Organisational Development to promote learning and organisational development opportunities to the AfC company workforce using a variety of media and mechanisms to ensure that the learning and organisational development offer is fully understood and widely accessed.
6. Establish and maintain effective quality assurance mechanisms so that learning and organisational development opportunities from PiP related programmes remain relevant and appropriate, and meet the developing needs of the children's workforce.
7. Support with monitoring, evaluating and reporting learning and organisational development provision through course observation, training impact studies, and the collection and analysis of participant feedback.
8. Maintain an awareness of strategies, policies, qualifications and professional competencies frameworks to ensure that learning and organisational development opportunities are relevant, responsive, evidence-based and reflect leading practice.

Communication

1. To deal effectively with internal and external customers. This may include routine enquiries from members of the public and delegates accessing training, which could be face to face, receiving and responding to incoming communication e.g. general

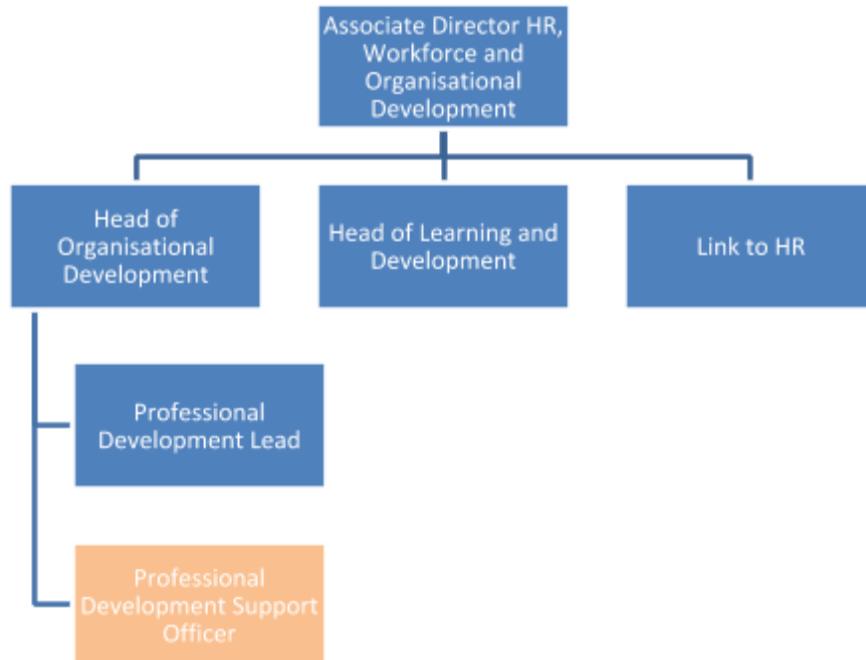
telephone calls, emails and resolving general enquiries at first point of contact, wherever possible.

2. To communicate with their team, across other business areas, with colleagues, customers and delegates visiting the training centre, or launching organisational changes.
3. To communicate using a range of social media or other applications i.e. mailchimp to market and promote our programmes, target new customers and expand our network.

General:

1. To undertake all duties and interactions with colleagues, partner providers and customer fairly, without unlawful discrimination and with due regard to the company's Equality and Diversity in Employment and Service Delivery Policy.
2. To work in a flexible and efficient manner through co-locating when required to fulfil the requirements of the role
3. Any other duties which are in line with the grade and general level of responsibility of the post

ORGANISATIONAL CHART



PERSON SPECIFICATION

Workforce Development Service

JOB TITLE: Professional Development Support Officer

GRADE: AfC Scale Point 28 (27,342)

When completing an application or providing a covering letter, please do ensure you make reference to the below person specification to support your application.

Achieving for Children values		
Values	Essential	A/I/T
Empower - To give someone the freedom and confidence to do their best	Essential	Interview
Respect - To appreciate or value people's abilities, rights or view	Essential	Interview
Trust - To have confidence and belief in others	Essential	Interview

Experience, knowledge, skills and ability		
Prompts	Essential/ Desirable	A/I/T
Experience of working within a human resources, organisational development or learning and development environment or within a business environment within children's services	Essential	Application
Experience of forming and sustaining good working relationships with colleagues and customers.	Essential	Application and Interview
Experience of organising and managing own workload with some supervision.	Essential	Test and Interview
Experience of using a wide range of Google documents i.e. Docs, Sheets, Slides, Hangout and microsoft documents i.e. word, excel, powerpoint or marketing applications i.e. mailchimp, twitter etc	Essential	Application and Test
Experience of updating, maintaining and collating statistical information using databases.	Essential	Application and Interview
Experience of demonstrating a solution focused approach to work situations.	Essential	Application and Interview
You can demonstrate your knowledge and experience of embracing equality, diversity and championing inclusion	Essential	Application and interview

Ability to communicate clearly and effectively, both orally and in writing, with a wide range of individuals.	Essential	Interview and Test
Ability to adapt to changing priorities and deadlines.	Essential	Interview
Ability to manage project, schedule activities, implement, evaluate, and report progress/achievement of a project.	Essential	Application and Interview
Ability to work flexibly across our operational sites (Windsor and Maidenhead and Kingston and Richmond) to meet the requirements of the role	Essential	Application

This job profile is provided for guidance only. It will be reviewed, updated and amended in accordance with the changing needs of the service and the specific requirements of the role.