

## CSC Learning and Development Officer

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**Department:** Children, Young People, Education & Skills (CYPES)

**Division:** Children's Social Care

**Reports to:** Learning and Development Manager

**JE Reference:** CYP1173

**Grade:** CS11

**JE Date:** 17/10/2023

### Job purpose

Our ambition is to become a continuous learning organisation. This role is responsible for developing and delivering comprehensive learning and development opportunities in Children's Social Care to improve the outcomes for children.

This will include the development, coordination, and delivery of a range of training, facilitation of learning and supporting staff in whole service, team, or individuals to ensure continuous professional development of a skilled, sustainable, and knowledgeable workforce.

The role holder will be expected to build strong and effective relationships with staff, key partner agencies and external consultants/service providers to provide effective learning and development offer.

### Job specific outcomes

- Responsible for identifying current and future learning and development needs using a range of training needs assessment (TNA) methods and skills audit tools and create career development pathways to ensure a sustainable, high-quality workforce.
- In line with the TNA, audit findings and professional standards, develop the annual Learning and Development Programme for specialist areas in Children's Social Care to drive forward continuous improvement that continuously develops highly skilled and knowledgeable professionals.
- Source and disseminate the latest research in line with industry trends, best practices, and emerging technologies within the professional areas to ensure staff remain current in their sector areas.
- Responsible for the design, implementation, and delivery of high-quality internal training programmes, using a range of engaging and interactive learning methods, to meet the current and future needs of the service.
- Source and commission, high quality external training that is cost effective, aligned to Jersey's statutory and regulatory standards and enables staff to deliver their role in Children's Social Care.

- Act as the CSC conduit for corporate, statutory, and mandatory training requirements from central Government that support organisational development.
- Develop the Learning Management System (LMS) to track, analyse and report on quantitative and qualitative data to enable regular evaluation of the impact of learning and development.
- Oversee and coordinate learning and development activities aimed at sharing good practice, including group supervision and action learning sets within specialist areas across Children's Social Care to develop a learning culture in Children's Social Care.
- Support managers and teams to embed their learning into practice and identify the key performance indicators for the specialist areas to measure the impact of learning and development.
- Complete periodic evaluation of the Learning and Development offer in the specialist areas of Children's Social Care and contribute to the completion of an annual Business Plan that aligns with the strategic aims and objectives of the service and improves the outcomes for children and families.
- Work in partnership and build strong relationships, with relevant partner agencies, to facilitate and promote multi-agency training and develop effective working together.

## **Statutory Responsibilities**

Active engagement, participation, and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election to the Government or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

## Organisational structure

### ONE GOVERNMENT

Office of the Chief Executive

Customer and Local Services

Children, Young  
People, Education  
and Skills

Health and  
Community Services

Justice and  
Home Affairs

Treasury and  
Exchequer

Growth, Housing  
and Environment

Strategic Policy,  
Performance and  
Population

Chief Operating Office

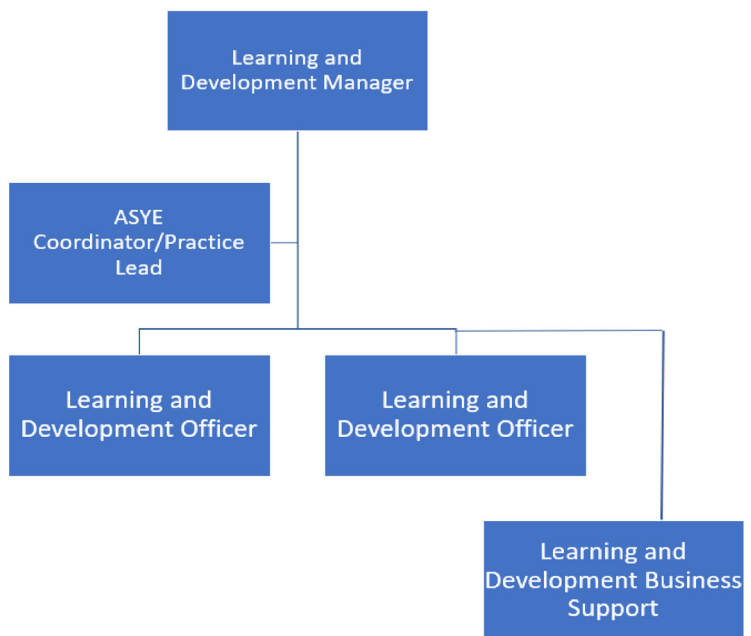
## Person Specification

### Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<b>Qualifications</b>	A relevant Degree and/or a recognised professional qualification in Social Work or Residential Childcare.	A recognised teaching or training qualification
<b>Knowledge</b>	<p>Knowledge of the key components required in the design, delivery, and evaluation of training programmes.</p> <p>Understanding of competency frameworks, training needs analysis and skills audits mechanisms</p> <p>Knowledge of relevant regulations, professional standards and inspection frameworks aligned to Children's Social Care</p>	Knowledge of Learning Management Systems (LMS)
<b>Technical / Work-based Skills</b>	<p>To be able to deliver engaging and interactive learning methods.</p> <p>Strong MS Office skills eg; Word, Excel, Outlook, Teams and PowerPoint.</p> <p>Ability to analyse data and feedback and produce reports</p>	Experience of using and producing reports using a LMS system
<b>General Skills/Attributes This</b>	<p>Excellent communication skills and the ability to work independently or as part of a team.</p> <p>Self-motivated and confident in delivering training to others.</p> <p>Highly effective organisation and time management skills</p>	

<b>Experience</b>	<p>A minimum of three years' experience in a role working with children and families</p> <p>Experience of delivering training and sharing good practice forums</p>	<p>Experience of planning and organising training events, such as internal training sessions, facilitated workshops or learning circles</p>
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### Organisational structure



### Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 5 core accountabilities attributes and behaviour indicators.

**Date of Evaluation**

**Post Number**

**Post Band**