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| JOB ROLE PROFILE  |

Post Title and Number: Centre of Excellence – children L&D training coordinator \_\_\_\_\_\_\_\_

Present Grade: 5 Dept: People’s\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Service/Section/Team: Children and Family /Practice Improvement /Centre of Excellence\_\_

Reports to (title): Learning and Development Manager(Children and Adults) \_\_\_\_\_\_\_\_\_\_\_

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| Purpose of the Role: |

Provide high quality and comprehensive technical and administrative support to a team or service in relation to any of the functions undertaken.

Provide an effective, efficient and customer focused service in line with Corporate Policies and within national and local legislative requirements.

Deliver a flexible, positive and responsive service that meets customer demands which may include working extended or flexible hours or working off-site.

Keep knowledge up to date with developments in the professional field and modify service practise accordingly.

The Centre of Excellence coordinate, deliver and evaluate learning and development opportunities to the children and family workforce including foster carers.

The children’s learning and development coordinator will support and coordinate the children’s workforce training activity with the help and under the direction of the Learning and Development Manager. Helping ensure the workforce have the skills to improve the lives of children and their families in line with their statutory responsibilities.

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| Structure chart: |

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| Supervisory responsibility: |

No direct supervisory responsibility, but would be expected to assist with the induction of staff, including on the job training of colleagues.

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| Key Accountabilities: |

1. Understand and be responsive to the needs of the customer, offering technical advice and guidance both written and verbal, and present a positive and professional image to the customer at all times, ensuring a high standard of customer service.
2. Deal with technical customer enquiries where appropriate and follow through to resolution, ensuring all stakeholders are updated and the adequate audit trails are in place in accordance with Council procedures.
3. Register applications to the Council for the service area involving checking for validity and ensuring appropriate fees and charges are administered, and advising applicants where further information/monies is/are required.
4. Contact other internal/external parties as required, including interrogation of external databases seeking and providing specialist and procedural advice relevant to the service area, taking appropriate action and administering responses.
5. Assist with management and statistical information for audit purposes as well as providing reports to Committee, Members and external partners where appropriate.
6. Access, update and maintain relevant administrative and information management systems and databases, in order to support the work of the service, ensuring document management and retention procedures are applied.
7. Attend team meetings and other working groups, taking notes and producing written records and ensuring resultant actions are carried out within agreed timescales.
8. To work as part of a project team and to assist in the delivery and completion of work projects, supporting different work streams, ensuring the successful completion of the project.
9. Assist with Monitoring and procuring goods and services within the e-market place as required by the service area and within the Councils financial regulations and resolve associated queries, liaising with Corporate Procurement where needed.
10. Manage, organise and monitor a personal caseload ensuring targets are met, renegotiating targets/deadlines as conflicting demands necessitate.
11. Respond quickly and effectively to changing work demands and deadlines within a multi-disciplined context.
12. Assist managers in carrying out Health and Safety checks/audits and be responsible for ensuring that public meeting areas are maintained as a safe and welcoming environment.
13. Carry out all accountabilities and other duties, including transferring to other services, as may be required, in compliance with the Council’s Policies and Procedures.

The range of outcomes we expect you to do are set out above, however this is not intended as a complete description of your job. We reserve the right to ask you to undertake any tasks that are consistent with the grade to ensure effective service delivery. This may include working in any other service areas, including the Customer Access Service, and /or vary hours of work as may be reasonably required of you.

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| Key Relationships (Internal and External): |

Build and maintain effective relationships to develop, improve and provide a proactive, flexible, customer focused service solution

* Children and family workforce including foster carers
* Departmental managers
* Internal and external partners including trainers, learners and training providers

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| Equality and Diversity: |

The Council has a strong commitment to achieving equality in its service to the community and the employment of people and expects all employees to understand, comply with and promote its policies in their own work.

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| Health and Safety: |

The post holder shall ensure that the duties of the post are undertaken with due regard to the Council’s Health and Safety Policy and to their personal responsibilities under the provisions of the Health and Safety at work Act 1974 and all other relevant subordinate legislation.

For a more detailed definition of these responsibilities, refer to the current versions of the Corporate Health& Safety Policy, Group Safety Policy and employee information leaflet entitled "Health & Safety Policy; Guidance on Staff Health & Safety Responsibilities".

#### Corporate Health and Safety Responsibilities

All employees have personal responsibilities to take reasonable care for the health and safety of themselves and others. This means:

1. Understanding the hazards in the work they undertake;

2. Following safety rules and procedures;

3. Using work equipment, personal protective equipment, substances, and safety devices correctly; and

4. Working in accordance with the training provided and only undertaking tasks where appropriate training has been received.

Employees shall co-operate with the Council by allowing it to comply with its duties towards them. This requires employees to:

* take part in safety training and risk assessments and suggest ways of reducing risks; and
* take part in emergency evacuation exercises.

Employees shall report all accidents, ‘near miss’ incidents and work related ill health conditions to their manager/supervisor/team leader.

Employees shall read the Corporate Health & Safety – Organisation Part B Policy to ascertain and understand their responsibilities as an employee, line manager, Assistant Director or Director of the Council.

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| Information Security: |

In order to protect the confidentiality, integrity and availability of Council information, including information provided by customers, partner organisations, and other third parties, where applicable, employees will comply with the Council’s Information Security Policy.

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| Statement of Commitment to Safeguarding of Children and Vulnerable Adults through safer employment practice: |

Enfield Council is committed to safeguarding and promoting the welfare of children and vulnerable adults. Safe recruitment of staff is central to this commitment, and the Council will ensure that its recruitment policies and practices are robust, and that selection procedures prevent unsuitable people from gaining access to children, young people and vulnerable adults. All staff employed to work with or on behalf of children and young people in the Council must be competent.

All staff working with Children & Vulnerable Adults should be aware of and share the commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults when applying for posts at Enfield Council.

**Job Title: Centre of Execellence – learning and development coordinator (children)** **Grade: Scale 5**

**Department:** Children and Family **Team: Practice Improvement – Centre of Excellence**

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|  | **HOW TESTED**Application – ATest – TInterview – I  |
| **Job Specifics – Skills, Experience, Knowledge and Abilities****Essential:**1. As a regular and intrinsic part of this role requires you to speak to members of the public in English, the ability to converse at ease with customers and provide advice in accurate spoken English is essential and consistent with the requirements of this role. This role also requires you to be polite and courteous when conversing with the public.
2. Ability to provide efficient and effective administrative support
3. Experience of supporting / coordinating training and/or events
4. Good communication skills (written and oral) for broard range of audiences
5. Excellent knowledge and application of IT systems and software to record and manage data.
6. Experience of working in a customer focussed role engaging with customers

**Desirable:****1.** Ability to work with minimum supervision, using problem solving skills and initiative to provide a customer focused support service**2.** Experience of collating information in different formats | **A/I****A/I** |
| **Behaviours**Appropriate behaviours are key to the delivery of our vision for Enfield. We want staff who will work collaboratively, flexibly and constructively, and exhibit this ethos in all their dealings with residents, colleagues and partners. Our leaders will be exemplars of the following behaviours and encourage them in staff at all levels;  **Take Responsibility** We want staff who are willing to make decisions and be accountable for them. Staff should have a positive can-do attitude where they see problems as challenges which can be overcome. They should accept responsibility for service delivery, be clear about their service offer and deliver what they promise.**Open, Honest and Respectful**We want staff who are comfortable and confident to acknowledge the difficulties and the barriers they face. They should also be able to constructively challenge the way things are done where there is evidence that it impedes service delivery. Challenge should be conducted in a professional, courteous manner with the aim of reaching a mutually agreeable resolution.**Listen and Learn** We want staff who are prepared to actively listen and reflect on customer concerns with a view to understanding the customer’s point of view. Staff should be able to receive constructive criticism and be prepared to adapt the way they operate and deliver services where appropriate.**Work Together to find solutions**We want staff who can work collaboratively with other departments and partners, freely sharing their knowledge and skills to identify solutions to address customer concerns. **Candidates: Please ensure you address these behaviours in your responses to the essential and desirable (if applicable) criteria above.** | **A/I** |
| **Competencies:****Candidates: Please ensure you address these competencies in your responses to the essential (and desirable if applicable) criteria above.****1.** Customer focus **2.** Deliver service performance **3.** Focus on continuous improvement **4.** Political awareness and context |  |
| **Qualifications & Professional registration criteria****Candidates: Please ensure you address these qualifications in your responses to the essential (and desirable if applicable) criteria, you will be expected to meet these requirements of the role and they will be explored with you at interview.****1.** Experience of working within business support/business administration**2.** Educated to A Level standard, or demonstrable relevant experience at an appropriate level3. Level 4 NVQ in business administration | **I** |
| **Special requirements****Candidates: Please note you will be expected to meet these requirements of the role and they will be explored with you at interview.****1.****2.****3.** | **I** |