



Coventry City Council

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| Job Title: | Digital Engagement and Development Advisor | Job Number: | S8045S |
| Service: | Housing & Transformation | Grade: | 7 |
| Team | ICT and Digital | | |
| Location: | One Friargate | | |

Job Purpose:

To support the Digital Skills agenda to ensure the effective delivery of the Council's Workforce Strategy, Digital Coventry and Digital Skills Strategy. The post holder will design and implement a targeted digital skills training programme to support with digital upskilling of the workforce and embed a digital by design approach, supporting both behavioural and cultural change.

The post holder will be responsible for setting clear points of evaluation and be able to evidence improvements in employee digital skills. The post holder will be responsible for working with services to help them identify service improvements that could be made using digital technology.

Main Duties and Responsibilities:

1. Work collaboratively with teams, IT and HR & OD colleagues, internal and external stakeholders to identify skills gaps and training and development needs across the Council using a range of OD tools and techniques.
2. Create design and deliver training solutions to support digital upskilling and embed new initiatives across the Council using a blend of methodologies within a 70:20:10 learning and development framework.
3. Work with our Senior Managers and Members to support them digitally upskill and adopt a digital by design approach.
4. Advocate a digital by design approach to all employees regardless of their digital knowledge and skills.
5. Provide assistance and high-level advice to Directorates to ensure they gain maximum benefit from a digital by design approach, embedding best practice and utilising the digital tools on offer.
6. Create business cases for resource investment to implement digital by design solutions.



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7. Share requirements and opportunities across different Directorates to support re-use and convergence towards digital by design processes and solutions.
8. Work collaboratively with business users and other parts of the ICT & Digital function to identify opportunities for improving processes, capture of business requirements and assessment of potential benefits of new digital by design approaches.
9. Design, facilitate and evaluate team and individual targeted training sessions using a range of OD tools and techniques, including focus groups, action learning sets, coaching and 360 feedback.
10. Work with IT and OD & L&D colleagues to inform and produce the Digital Learning and Development offer. Ensure that our offer has clear business and organisationally focused aims, is aligned with the Council's Workforce Strategy and enables robust evaluation of its effectiveness, and measurement of value for money.
11. Ensure that the outcome of all learning and development activities are evaluated and any findings used to support the design, planning and delivery of any further/additional interventions.
12. Ensure equality, diversity and inclusion is integrated into all co-ordination and delivery.
13. Attend meetings and undertake partnership working as and when appropriate.
14. Any other duties and responsibilities within the range of the salary grade.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required: -

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.



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Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required: -

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equality, Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Responsible for: N/A

Responsible to: ICT Business Engagement Manager

Date Reviewed:

Updated: June 2020



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Person Specification

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|-------------------|------------------------------------------|--------------------|---|
| Job Title: | Digital Engagement & Development Advisor | Job Number: | |
| Service: | Customer Services & Transformation | Grade: | 7 |
| Team | ICT and Digital | | |
| Location | One Friargate | | |

| Area | Description |
|------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Knowledge: | <ul style="list-style-type: none"> • Understanding and application of a range of learning and development tools, techniques and methodologies. • Knowledge of Office365 and digital solutions utilised by Coventry City Council. • Understand the benefits of a digital by design approach to service delivery. • Knowledge of the wider challenges currently facing local government and digital challenges associated with this |
| Skills and Abilities: | <ul style="list-style-type: none"> • Ability to plan and prioritise effectively and balance competing and conflicting demands • Ability to articulate ideas to a range of audiences including Senior Leaders and Elected Members. • Ability to analyse information and formulate a range of proposed digital solutions. • Excellent communication and presentation skills; both verbal and written and encourages the sharing of views, listens, reflects and remains open to new ways of working. • A good level of confidence and ability in digital skills. • Ability to provide constructive feedback, challenge thinking and influence outcomes to support a culture of continuous improvement. • Good interpersonal skills, approachable and flexible. Takes positive action and fully utilises the diverse skills, strengths and contributions of teams, networks and partners. • Models assertive and positive approaches in handling conflict, pressure and performance issues. |



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| Experience: | <ul style="list-style-type: none">• Broad experience of the design, delivery and evaluation of learning activities to deliver service outcomes.• Delivering training interventions to a range of different audiences.• Evaluating Learning & Development programmes.• Using PowerPoint, Office 365, SharePoint etc.• Support others to digitally upskill.• Problem identification and resolution. |
| Educational: | <ul style="list-style-type: none">• <i>CIPD qualified and/or professional experience of digital transformation</i> |
| Special Requirements: | <ul style="list-style-type: none">• Possible evening work (however this is very rare) |

Date Reviewed:

Updated: June 2020