

Job Description and Person Specification

Job Title: Training and Development Officer



Job Description

Job Title	Training and Development Officer
Grade	Grade 5
Service	Environmental Services in partnership with Human Resources
Reports to	Environmental Services Project Manager for day-to-day line management and the Corporate Learning & Development Lead for day-to-day professional standards.
Location	Whitley Depot & Friargate
Job Evaluation Code	A6013



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role

To be responsible for the coordination, promotion, and delivery of learning and development requirements across the Environmental Services teams. To ensure that training requirements are continually reviewed and refreshed, in accordance with service needs. To identify, deliver and support development opportunities. To work closely with the Council's Corporate Learning & Development Lead to ensure that statutory and mandatory training is delivered in line with statutory requirements. To work in partnership with teams to provide a coordinated and efficient approach to training and development.

Main Duties & Key Accountabilities

Develop, implement, and maintain training programmes to meet the needs of existing and new workforces across the environmental services teams.

Identify and support the use of apprenticeships and training and development opportunities within the teams including application and accreditation where required.

Work closely with Awarding Bodies, Partnership Agencies and service managers to identify and develop programmes that meet specific requirements.

Working with service managers to review and maintain training material, ensuring that all documents are in line with the Council's commitment to diversity & inclusion and are reviewed within defined timescales, logging version control of all documents within the training matrix.

Provide training across the services, including a range of Corporate Mandatory Training courses, using a variety of relevant methods and approaches to enable and support learning.

Create and maintain a report for service managers to provide information on training requirements, attendance and the completion of mandatory training courses.

To schedule and administrate training sessions and seek feedback from attendees to identify areas for development and improvement and measure impact.

Ensure the learning environment is appropriate for the subject and that Diversity & Inclusion sits at the heart of all training and development.

Undertake the necessary administrative tasks relating to the courses or programmes and prepare all required training equipment and documentation.

To analyse data relating to health and safety and absence to identify trends and provide guidance and advice to identify ensure that training required is sufficient for the activities being undertaken.

To support in the development and delivery of Wellbeing initiatives to support employees within the services.

To keep up to date with relevant information and guidance for the services delivered and advise managers as required.

To assist with the monitoring of training compliance within the needs of the service. To identify any non-completion and ensure completion targets are met.

To develop and maintain working relationships with internal Health & Safety, Human Resources and Corporate Learning and Development teams to ensure compliance with mandatory requirements.

Contribute to measures to improving the recruitment, retention, and progression of employees.

To proactively encourage the reporting of accidents, incidents and near misses and collate data to inform training requirements.

To work as part of the team to ensure that coordinated and joined up services are provided.

To deputise for the Waste Project Manager as required in relation to training and development issues.

Any other duties and responsibilities within the range of the salary grade.

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 Equal Opportunities Policy.

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

Key relationships

External	Internal
The primary focus is on ensuring we have accurate and up to date records of all our employees training and development. However, you will work alongside numerous internal teams' managers, our internal wellbeing services, health and safety officers and employee relations as well as external partners on delivering training.	We work in partnership with other teams such as Streetpride, Finance, Fleet and workshops, customer services, Passenger Transport and will assist any Environmental services department who requires guidance on training.

Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

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

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder: No staffing responsibility

Person specification

Job Evaluation Code	D2708D
Knowledge	
Good understanding of the services covered within Environmental Services.	
Experience of how to implement of a range of learning and development tools and techniques to add value within a large, complex public sector organisation.	
Good knowledge of a range of ICT systems and digital skills in the creation and use of Excel, Sharepoint, Word and Office 365 and presentation packages.	
Understanding of the framework within which public sector services operate and an awareness of the challenges facing local government	
Good understanding of Health and Safety Legislation and requirements	
Ability to work positively under pressure, responding positively in difficult or urgent situations	
High level of verbal, written communication, and presentational skills, with the experience of the delivery and evaluation of learning activities to deliver service outcomes and measure impact.	
Identify how unconscious bias within learning material can contribute to inequality	
High level of organisational and interpersonal skills	
Skills and Abilities	
Strong interpersonal skills and the ability to work with people at different levels.	
Effective verbal and written communication skills.	
Able to manage and prioritise own work to meet changing deadlines.	
Is able to deliver training programmes to participants from a range of different back grounds and abilities.	
Willing to work flexibly as the job requires.	
Able to demonstrate a structured approach to maintenance and review of procedures and records	
To keep continuous professional development up to date.	
To develop and update a personal learning journal.	
IT skills – able to utilise word processing, Power Point, internet and other council software packages.	

A commitment to people development and the organisational values and behaviours that underpins the culture of the organisation.
Qualifications
GCSE or equivalent qualifications are required in Math's, English and IT.
Evidence of continuous professional development
Learning and development qualification at Level 3 or equivalent is desirable. However, if you do not have this qualification you must be prepared to work towards obtaining this within 18 months. Professional experience of working within a HR, Learning & an Organisational Development environment.
Special Requirements
None

Date Created	August 2018	Date Reviewed	December 2023
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