



Cumberland Council

Post Specification

Date	February 2024
Post Group Number	7318
Post Title	System and Learning Support Assistant Coordinator
Job Family	Organisational Support
Job Family Role Profile	OS7
Final Grade	7

To be read in conjunction with the job family role profile

Service Area description

The Organisational Development and Workforce Training professional service advises and supports in the implementing of effective change and the enhanced capabilities of the organisation, through its training and development programmes and opportunities provided to ensure the council has a skilled workforce to meet the needs of the people of Cumbria.

Purpose of this post

Working as System and Learning Support Assistant Coordinator for the Organisational Development/Workforce Training team. The role will provide a holistic approach to assist the needs for the service to deliver high quality organisational and workforce training to both internal and external customers.

To respond to enquiries raised by customers, internal stakeholders, training providers and partnership organisations. Meeting with customers/partners to review service delivery and provide learning solutions utilising the Learning Management System and its future capacity.

Key job specific accountabilities

1. Work with the System and Learning Support Lead Officer to co-ordinate and maintain financial budget monitoring, including handling and processing financial transactions using public sector financial systems and procedures regulations.
2. Liaise with colleagues in other departments and members of the public and partner organisations to support and co-ordinate the central functions of the service to meet service needs and priorities.
3. Co-ordinate and support the development of the learning and development system to ensure it remains future proofed to support the evolution and development of the Council and its workforce requirements.
4. Co-ordinate, record and monitor the data input in support of learning activity to enable accurate production of good quality management information.
5. Undertake defined tasks but with the opportunity to show initiative with the development of courses and manage learning programme communications with internal / external stakeholders and commissioned / subcontracted providers.
6. Assist with allocating and checking the work of colleagues in the same work area.
7. Maintain excellent working relationships with key stakeholders and co-ordinate and manage communications with
 - a) Organisational Development and Workforce Training team
 - b) External and Internal trainers
 - c) Finance, Procurement, and ICT teams
 - d) External Organisations and Partners
 - e) Internal employees and service areas
8. Act as point of contact for general queries regarding the service and offer advice and guidance or signpost to experts where appropriate.

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities	<ul style="list-style-type: none">• None
Staff Management Responsibilities	<ul style="list-style-type: none">• Contribute to team working.• Support and guide less experienced staff, if required.• May oversee colleagues undertaking associated or support duties.
Other	<ul style="list-style-type: none">• Maintain technical competence and continuing professional development

Essential Criteria - Qualifications, knowledge, experience, and expertise

- NVQ Level 2 or 3, or equivalent experience or knowledge in the relevant work area.
- Appropriate knowledge of processes, procedures, and systems within the learning support environment, including commissioning, finance, Service Now / e5 and HR system and the learning management system.
- Enhanced awareness of customer needs and service standards.
- Experience in delivering excellent customer service and a thorough understanding of learning and development in order to confidently give considered advice both within and outside the organisation.
- ICT competent with skills relevant to the work area.
- Effective communication and people skills
- Able to prioritise own work and work to strict deadlines.
- Ability to manage, analyse and interpret information accurately and with attention to detail
- Ability to cope with significantly challenging behaviour and circumstances.

Disclosure and Barring Service – DBS Checks

- This post does not require a DBS check.

Job working circumstances

Emotional Demands	Normal
Physical Demands	Normal
Working Conditions	Post based in Carlisle, balanced with homeworking, with occasional travel to other parts of the county.

Other Factors

- Hold a valid driving licence and provide a car for work – essential user allowance paid.
- Ability to work outside of normal office hours as and when required.
- To model and display the Councils behaviours and values.