

NORTHAMPTONSHIRE POLICE

JOB DESCRIPTION

JOB TITLE:	Learning & Development Business Support Adviser
SCALE:	Scale 6
SUPERVISION AND CONTROL:	Training Business Manager
PLACE OF WORK:	Giffard House, Weston Favell
HOURS OF WORK:	37

PURPOSE OF THE JOB:

To support the Learning & Development Team in ensuring that the organisation has the right people, with the right skills, in the right place, at the right time.

To support the Learning & Development Business Manager in providing effective, proactive, and efficient advice to Northamptonshire Police, in relation to Learning & Development activity and transactional services.

To act as a single point of contact (SPOC) for Learning and Development queries from internal, external, and collaborative sources.

MAIN RESPONSIBILITIES:

1. Responsible for the oversight and day to day efficient and effective service delivery of Learning & Development.
2. To assist in the development, devising and implementation of appropriate tools, processes, policies and procedures to meet the needs of the organisation, including developing and maintaining Learning and Development & Chronicle systems as required.
3. Act as the SPOC for Learning and Development activity; working within Learning & Development and with other key stakeholders to ensure that end to end processes are succinct and efficient.
4. To work with the Learning & Development Business Support Team to maintain the integrity of data held in the L&D & Chronicle systems to ensure this data can be used for effective workforce planning and management information reporting.
5. To provide the SLT and others as required, with reports / management information as requested.

6. Ensure the security of all confidential information according to the Force policies, including compliance to force requirements in Data Protection and Management of Police Information (MOPI).
7. To undertake specific projects as required against business requirements and other related activities as defined by line and departmental management.
8. Day to day line management responsibilities of the L&D Administrators.

NOTE:

The job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which the post holder will be required to work. In the interests of effective working and major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and other consequential changes will be carried out in consultation with the post holder. The post holder will be also required to carry out such other duties as may be determined from time to time to be within the general scope of the post.

CONDITIONS OF SERVICE:

The appointment will be full time and subject to the conditions of service of the Police Support Staff Council.

The annual leave entitlement is 25 days with a further 5 days after 3 years continuous service.

PERSON SPECIFICATION

Learning & Development Business Support Advisor

ESSENTIAL CRITERIA:

1. High degree of computer literacy commensurate with the level of the role, including good knowledge of Microsoft Office products, especially Excel, Word and PowerPoint and data retrieval and report generation from LMS systems
2. An ability to work independently, assess priorities and required actions and react appropriately.
3. Highly developed communication and interpersonal skills demonstrating the ability to communicate confidently and effectively at all levels, influencing others positively, whilst maintaining good working relationships with a diverse range of people.
4. Sound analytical and problem-solving skills along with the ability to make timely and balanced decisions, even under pressure, using relevant information effectively to offer practical ideas and innovative solutions.
5. Experience of working as a part of a team and can demonstrate the ability to build effective working relationships within this team as well as with members of other teams.
6. Excellent planning and organisation skills with a high level of accuracy and attention to detail, to coordinate workload and work independently with minimal supervision. Ability to deliver projects and work-streams to deadlines.
7. Experience of working with diverse communities and community groups
8. Candidates must be able to demonstrate a level of awareness of equality and diversity issues appropriate to the role.

DESIRABLE CRITERIA

- 1. Previous experience of working in Learning and Development**