

Kirklees Council

JOB PROFILE – CONTEXT SHEET

DIRECTORATE:	CORPORATE STRATEGY AND PUBLIC HEALTH
SERVICE AREA:	WELFARE & EXCHEQUER
SECTION:	LEARNING AND DEVELOPMENT
JOB TITLE:	LEARNING AND ORGANISATIONAL DEVELOPMENT OFFICER
GRADE:	9-11

THE SERVICE

The role is based within the Welfare and Exchequer Service which includes the administration of income collection (Council Tax, Business Rates, Housing Benefit Overpayments, Sundry Debtors, Payments and Reconciliation); along with Housing Benefit and Council Tax Reduction administration, other means tested benefits, including discretionary and complimentary benefits Corporate Fraud, welfare benefit provision & benefits advice and adult social care finance administration and safeguarding.

THE SECTION

The post is based within the Welfare and Exchequer Service at Riverbank Court, Aspley, Huddersfield. You will work on the Learning and Development Team and will be supported by a Senior Manager.

YOUR ROLE

As a Learning and Organisational Development Officer (LODO) you will support the learning and development needs of the workforce within the Welfare and Exchequer Service.

You will need in-depth knowledge of the work undertaken within the Welfare and Exchequer Service:

- Council Tax
- Business Rates
- Housing Benefit and Council Tax Reduction schemes
- Means Tested Benefits (e.g. Blue Badge Scheme, Discretionary Travel, Local Welfare Provision, Free School Meals)
- Financial assessments for Adult Social Care
- Income collection – Housing Benefit Overpayments, Sundry Debtors

You will provide regular training and support to staff within the service and in other council services on these subject areas. A strong technical knowledge is essential to ensure staff have the necessary skills to meet the services statutory and regulatory responsibilities.

You will play a key role in developing the workforce within the service and will support the senior management team. You will ensure that employees within the service are equipped with the skills, knowledge and confidence to deliver our services to the community.

You will matrix manage and support the apprentices based within the Welfare and Exchequer Service and will liaise with apprenticeship providers and external training providers.

During your working week you will work on a range of activities or projects. You will be responsible for the quality, creativity and timeliness of your work. You may work on a number of activities and projects at any given time. This will require you to manage your time and use your planning skills effectively.

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You will work with colleagues from within Welfare and Exchequer, other services across the Council and with external partners.

You will need to be resilient and able to deliver challenging programmes which help shape the culture of the service and organisation.

Your primary focus of work may change over time in line with your development needs and work demands.

You will have a designated line manager to support you in the development of professional skills and provide regular feedback on your performance.

SPECIFIC OUTCOMES

- The organisation and customers receive expert advice, and professional support from a highly skilled workforce
- The Council has a strong reputation with residents and stakeholders through high quality learning and development interventions, effective customer and staff engagement
- The provision of a range of learning mediums are developed in response to customer intelligence
- You demonstrate your ability to work as a team member
- Activity is developed and delivered within a context of value for money, maximising the benefit to customers from the resources available
- Provide a range of support including advice, planning, development, coaching, mentoring and facilitation
- Provide review and evaluation to individuals, groups or teams
- All provisions reflect our customer ethos which reflects inclusion and diversity

SPECIFIC TECHNICAL COMPETENCIES

- Ability / experience of Learning and Development interventions and developing / supporting staff, services and external partners
- Substantial knowledge and experience of technical areas, legislation, policies and procedures – Council Tax, Business Rates, Sundry debt, Housing Benefit and Council Tax Reduction, financial assessments for adult social care, and other means tested benefits
- A recognised Learning and Development qualification or willing to undertake a qualification
- Knowledge of apprenticeships and supporting young employees in the workplace
- Knowledge and experience of line managing staff or willing to develop leadership skills

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TO BE USED IN CONJUNCTION WITH: Learning and Organisational Development Officer Job Profile - Generic

Reference No	
Link to	Learning and Organisational Development Officer Job Profile - generic
Created	05 November 2019
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