

People Directorate Delivery

Workforce Development Manager

Job Description and Person Specification

August 2022

Job Description

Job Title:	Workforce Development Manager
Service Area:	People Directorate
Function:	Delivery
Team:	Workforce Development
Post number:	S003532
Grade:	LBR14
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	36 hours
Base location:	Flexible, based on home and office working.
Reports to: <i>Job title</i>	Head of Delivery
Responsible for: <i>Job titles of direct reports</i>	CPD Development Officer x 1 Engagement & Development Officer x 1 Engagement & Development Co-ordinator x 1
Role purpose and role dimensions: <i>Overview of the job</i>	<p>To lead on Workforce planning and development across the People Directorate.</p> <p>To be responsible for the development and implementation of the Directorate's strategic workforce plans and programmes across Adult Social Care, Children's Services and Public Health. These will include implementation of the Staff Survey Action Plan and the Recruitment and Retention Action Plan.</p> <p>To work in partnership with NELFT for the learning and development of staff in the Health and Social Care Partnership (HASS) and the Barking, Havering and Redbridge Academy (BHR Academy).</p> <p>To contribute to corporate initiatives and working groups on behalf of the service area, particularly in connection with human resource development</p> <p>To lead on the collection and collation of relevant workforce data for key mandatory returns.</p>
Key external contacts: <i>Organisations</i>	BHR Academy Skills for Care North East London Teaching Partnership (NELPT) Care Providers Voice (CPV) Association of Adult Directors of Social Services (ADASS) and Association of Directors of Children's Services (ADCS)
Key internal contacts: <i>Job titles or groups of staff</i>	The People Directorate Senior Management Team (PSMT), Principal Social Workers for Adults and Children and Heads of Service. Business Partners for Human Resources and Finance Departments

Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</i>	<ul style="list-style-type: none"> ▪ Budget Responsible Officer for managing and monitoring salary budgets, training budgets, grant income and related projects. ▪ Lead on the efficient management of all training budgets ensuring compliance with the Council's financial regulations and with regard to Skills for Care/Department of Health guidance and good practice.
Key areas for decision making:	<ul style="list-style-type: none"> ▪ Staff management decisions for the Workforce Development Team ▪ Production of the Workforce Development Strategy and Annual Learning & Development plan ▪ Management and prioritisation of Learning and Development budgets ▪ Commissioning and quality assurance of training provision. ▪ Project management decisions relating to planning, actions, budgets and timescales. ▪ Develop and assign relevant measures to monitor success of projects, and their action plans.
Other considerations: <i>E.g. working patterns</i>	<ul style="list-style-type: none"> ▪ The Council operates a hybrid working model which enables homeworking the basis that employees attend the office on a minimum of one day a week, preferably two days. ▪ If operational requirements demand it, employees may be required to attend the office more regularly. ▪ There may be occasions when the postholder may be required to deputise for the Head of Delivery
Key accountabilities and result areas:	Key elements:
Staff Management	This will involve: <ul style="list-style-type: none"> ▪ Being an effective strategic leader and providing a high quality example for other staff. ▪ Managing direct reports in line with Council policies and procedures ▪ Coaching, monitoring and developing of relevant individuals and teams. ▪ Leading and matrix managing multi-disciplinary project teams.
Learning and Development	This will involve: <ul style="list-style-type: none"> ▪ Lead on the development of the Workforce Development Strategy for the People Directorate and the Annual Learning and Development Plan. ▪ Lead on identifying key training and development needs arising from statutory and other external guidance, health and social care priorities and comprehensive training needs analyses of staff. ▪ Lead on the Continuous Professional Development (CPD) of qualified professionals which meet statutory standards and guidelines ▪ Maintaining a partnership approach through the BHR Academy to reduce duplication and maximise development opportunities and support the integration of social services and health services. ▪ Lead on the monitoring, evaluation and analysis of development activity to ensure the quality of ongoing development and improvement of the service training programmes. ▪ Leading on commissioning training providers to ensure quality, best value and compliance with procurement procedures. ▪ Facilitating joint training initiatives with partner agencies and the private and voluntary sector in order to ensure consistency of standards and achievement of multi-disciplinary outcomes.

Workforce Management	This will involve: <ul style="list-style-type: none"> ▪ Lead on the development of recruitment and retention strategies. ▪ Lead officer representing Redbridge with: <ul style="list-style-type: none"> - Skills for Care (Department of Health) on workforce development, planning and funding issues. - The North East London Teaching Partnership (Redbridge, Waltham Forest, Havering and Barking & Dagenham).
Information & Advice (Production and dissemination)	This will involve: <ul style="list-style-type: none"> ▪ To periodically review workforce development publicity materials and online content is current and relevant. ▪ To maximise the use of digital communication channels to promote and deliver workforce development activity. ▪ Lead and manage the process which ensures that all information and advice is accessible for all audiences (including staff working in partner organisations).
External Campaigns & Enquiries	This will involve: <ul style="list-style-type: none"> ▪ Collaborate with Corporate Marketing and Communications Team to manage consultation and media campaigns that support the People Directorate workforce planning and development.
Stakeholder Engagement	This will involve: <ul style="list-style-type: none"> ▪ To engage key stakeholders in the development of Training Needs Assessments and development of appropriate training and development programmes. ▪ Engaging with relevant partners (ie. BHR Academy for Health and Social Care, Skills for Care and the NEL Teaching Partnership) to deliver collaborative workforce projects and programmes.
Monitoring and Evaluation	This will involve: <ul style="list-style-type: none"> ▪ To lead on the monitoring and evaluation of Workforce Development programmes, service and activity.
Project Management	This will involve: <ul style="list-style-type: none"> ▪ Applying project management principles and models for the development and delivery of services and projects. ▪ Ensure projects are implemented, outcomes evaluated, and that the approaches undertaken are in-line with the principles of value for money and service improvement.
General accountabilities and responsibilities	
Green Statement	This will involve: <ul style="list-style-type: none"> ▪ Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.

Data Protection/Confidentiality	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with the General Data Protection Regulations 2018 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles. ▪ Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees’ access to and use of the Council’s databases and systems. Any breaches could result in disciplinary measures. ▪ Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.
Conduct and Whistleblowing	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.
Safer Working	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a CRB Disclosure check and references will be taken up prior to interview.
Equalities	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with the Council’s strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.
Customer Care	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.
Health and Safety	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.
To contribute as an effective and collaborative member of the team	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Taking responsibility for continuing self-development and participating in training and development activities. ▪ Participating in the ongoing development, implementation and monitoring of the service plans. ▪ Supporting and contributing to value for money, service efficiencies and improvements.
Flexibility	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your the grading level and competence.

Person Specification

Job Title:	Workforce Development Manager		
Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important		A - I - T	Weighting
Minimum education/ qualifications:	▪ Degree level qualification or equivalent experience.	A	3
	▪ Relevant experience of workforce planning and development in a large organisation	A	3
	▪ Programme/Project Management (MSP/PRINCE2 or equivalent) or equivalent experience	A	2
Minimum experience/ knowledge/ skills:	▪ Significant and wide-ranging experience in a senior leadership role in a large, complex customer facing organisation.	A	3
	▪ Experience in learning and development techniques including meeting Continuous Professional Development (CPD) of professional staff to ensure their registration is maintained.	A	3
	▪ Experience of commissioning quality training programmes for health and social care services.	A-I	3
	▪ Ability to ensure effective quality assurance of training course, materials and programmes.	A-I	3
	▪ Significant Experience of working within a programme and project management framework.	A - I	3
	▪ Ability to prioritise effectively in a high pressured environment with many competing demands.	A-I	3
	▪ Proven experience of change management in one or more of the following environments: social work, social care and/ or health environment.	A	2
	▪ Proven experience of working collaboratively in multi-agency programmes.	A	2
	▪ Experience of budget management	A	2
	▪ Experience of managing people remotely.	A	2
Minimum competencies:			
Customer focus	▪ Understanding of the political and financial processes, sensitivities and priorities in a complex organisational setting.	A - I	2
	▪ Awareness of equality and diversity issues in all areas of service delivery and business management.	A - I	3
Communicating and influencing	▪ Excellent interpersonal and communication skills, including the ability to use a range of influencing styles to work effectively with diverse internal and external groups.	A - I	3

Building relationships, working together and in partnership	<ul style="list-style-type: none"> Ability to form effective relationships across agencies & professional boundaries. 	A - I	3
	<ul style="list-style-type: none"> Ability to negotiate in a multi-agency environment & in the context of competing priorities 	A - I	3
Respecting & implementing diversity	<ul style="list-style-type: none"> Experience of service delivery with diverse communities. 	A - I	3
Planning, organising & achieving results	<ul style="list-style-type: none"> Strong organisational and project management abilities 	A - I	3
	<ul style="list-style-type: none"> The ability to identify requirements for change, to lead and manage such change to respond positively to new challenges, and to be creative and innovative in devising proposed solutions 	A - I	3
	<ul style="list-style-type: none"> Ability to meet deadlines, to conduct and direct research into learning and development and engagement and to take initiative in the development and completion of projects. 	A - I	3
Embracing change	<ul style="list-style-type: none"> Ability to incorporate into change management planning associated financial, human resources, technical & legal issues. 	A - I	3
Leadership	<ul style="list-style-type: none"> Strong leadership and management skills and the ability to motivate a mixed team of staff enabling them to reach their full potential. 	A - I	3
	<ul style="list-style-type: none"> The ability to lead and embed change through the development of staff skills, work practices and organisational climate and culture. 	A - I	3
Managing and developing people	<ul style="list-style-type: none"> Experience of developing and managing a sizeable, learning and development function within a large organisation, with the motivational skills to deliver significant improvements in service delivery and cost effectiveness where there may be resistance to change. 	A - I	3
	<ul style="list-style-type: none"> Significant experience of leading change via engagement strategies with persuasive skills where there may be resistance to change. 	A - I	3
Special conditions:	<ul style="list-style-type: none"> Ability to work flexibly and outside of normal office hours as required 	I	2
Signature of Employee:	Name:	Date:	