CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL

JOB PROFILE

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| **DEPARTMENT: Corporate Resources** | **SERVICE GROUP: Facilities Management** | |
| **POST TITLE: Training & Development Officer** | **REPORTS TO: New Business & QMS Manager** | |
| **GRADE: SO1-SO2** | | **SAP POSITION NUMBER :** |

The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.

For posts where employees speak directly to members of the Public the post holder is required to demonstrate their ability to speak fluently in English.

As a candidate you will be expected to demonstrate your ability to meet the special knowledge, experience and qualifications required for the role by providing evidence in the application form for the purpose of shortlisting. Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column of this section.

The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

Both sets of competencies will be used at interview stage and will not be used for short listing purposes.

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| **Key Purpose of Post:** | |
| * To be responsible for planning, scheduling and administering of training and development for front line staff within Facilities Management. Delivered either through direct delivery, e-delivery or through external provider’s that have been procured   through the Corporate Workforce Development team.   * To assist the Digital Content Officer in the development, production and delivery of   e-training content suitable for the training and development of front line Catering &  Cleaning staff.   * Able to deliver craft based teaching to the level required to enhance   food service standards. Assist in the development of the Service Standards Mentor & Mobilisation Managers and their delivery of induction training to new and existing Unit  Chef Managers.   * To directly deliver via face-to-face training or via electronic communications courses to Facilities Management staff that are not provided by either external provider’s or through the Corporate Workforce Development team. To monitor and evaluate the   impact of training, to include working to performance targets. | |
| **Main Responsibilities of Post:** | |
| * To plan and schedule training for Facilities Management front line staff based upon the training needs identified following annual appraisals carried out by operational managers. Demand to be managed by allocating either through direct delivery,   e-training or delivery through external providers or via the Corporate Workforce  Development team.   * To assist the Digital Content Officer in the development, production and delivery of   e-training content where practicable. All training to meet the needs of the business,  delivered in a timely and cost effective manner.   * Identify and develop a plan of training courses suitable for delivery via e-training using   the e-tablets held by front line staff for the delivery of course video and other material.  Provide interactive material, quizzes etc. that is engaging, ensures transfer of learning  and can check the transfer of leaning.   * Where training is through direct delivery, plan course content so that training outcomes and where required legislative requirements are met, periodic review content and course design as required. Make innovative use of training media and techniques to enhance training and accessibility of training materials/courses to learners. * Provides detailed lesson plans and schemes of work for all courses in-line with the training objectives and any educational standards applicable. Ensures that the training courses are innovative, engaging, well researched and evaluated against projected outcomes and value for money and adapted to meet changing organisational needs. * Develops e-training materials and packages that are clear, coherent and appropriate to the needs of the service. * Pass on complex, legislative material in a comprehensive manner, having regard to the existing knowledge of trainees and differing learning styles. * Evaluate training and use feedback to measure the training effectiveness and the subsequent improvement actions required. * Continually evaluates own practice by reflection, using feedback on performance to improve and develop skills further. * Work to performance targets and report outcomes to line management and at the QMS Combined Management Review. Maintain comprehensive and timely training records and administration electronically, using Evolve where practicable. Plan training events i.e. booking rooms, creating attendance sheets, sending training invites where appropriate. * Liaise with Corporate Workforce Development in respect of apprenticeships, apprenticeship levy; access to external provider’s procured by the Workforce Development Team. * Liaise with external providers, monitors progress of trainees and secure feedback on training performance and outcomes. * Provides professional advice, support and guidance within the Department in delivering training to Front Line Facilities Management staff:   + Majority of training leading to a qualification within FM is NVQ 1 to NVQ 3   + Bespoke courses linked to food, i.e. Allergens, Halal, Healthy Eating, Food Safety   + Bespoke courses linked to working environment i.e. Safeguarding, Information   Security   * Maximises the number of training days delivered by the post holder, whilst ensuring that time for planning, scheduling, administration and liaison is maintained. Productivity measure to be benchmarked and agreed via appraisal. * Ensure compliance to Food Safety, HACCP, COHSS, Health & Safety, Lone Working and other Council procedures whilst at work. * Any other similar duties commensurate with the Training & Development role. | |
| **Structure:** | |
| **Special Knowledge Requirement: Will be used for shortlisting. Max 10** | |
| **Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column**. | |
|  | **Essential** |
| Due to the Governments Fluency in English Duty for posts where employees speak directly to members of the public the post holder is required to meet the Advanced threshold level which will be implemented where the post requires a greater level of sensitive interaction with the public, (e.g. in children’s centres) – where the person is able to demonstrate that they can during the interview:  a) Can express themselves fluently and spontaneously, almost effortlessly  b) Only the requirement to explain difficult concepts simply hinders a natural smooth flow of language  **If this applies to the post you are recruiting to do not remove it.** | Essential **x** |
| Develop, deliver or co-ordinate effective learning, e-learning and development courses or programmes to the delivery needs of the service | Essential **x** |
| Demonstrate understanding ofroles, responsibilities and legislative requirements of workforce planning and training in a catering organisation | Essential **x** |
| Identify changing workforce needs, devise development solutions where appropriate and evaluate outcomes | Essential **x** |
| Deliver national qualification programmes and frameworks to meet external quality standards and the training requirements of Facilities Management. | Essential **x** |
| Excellent confident communicator with the ability to engage with staff, customers and clients. Inspires confidence, acts with integrity, listens and considers differing needs. Always acts in good faith and represents FM in a positive and professional manner when dealing with Clients, Customers, Staff and Colleagues. | Essential **x** |
| Develop innovative e-learning content, materials and activities to maximise learning and to change practice and deliver a range of training and development to a diverse workforce within FM. | Essential **x** |
| Awareness of catering to a multicultural client base, including knowledge of Halal, Eastern European and Vegetarian catering.  Knowledge of medical, special and religious diets.  Knowledge of allergens.  Knowledge of the current School Food Standards and The School Food Plan.  Knowledge of Food Safety & HACCP  Knowledge of COSHH | Essential **x** |
| Demonstrate an in depth knowledge of Awarding Body requirements | Essential **x** |
| Able to work within a performance framework and deliver targeted measurable outcomes. | Essential **x** |

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| **Relevant experience requirement: Will be used for shortlisting** |
| The applicant is required to provide evidence of having previously spoken fluently to members of the public in order to meet the advanced threshold level outlined under Special Knowledge above. |
| 2 years’ experience of working within a teaching/training environment |
| 2 years’ experience of developing and delivering innovative training |
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| **Relevant professional qualifications requirement: Will be used for shortlisting** |
| Level 3 Food Hygiene/safety or equivalent (Essential) |
| Level 4 Food Safety in Catering/Manufacturing (Desirable or within 3 months of post) |
| Train the Trainer qualification (Essential) |
| Level 3 Allergen Management (Desirable or within 3 months of post) |
| PTTLS (Desirable) |
| Level 4 HACCP (Desirable) |
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| **Core Employee competencies at manager level to be used at the interview stage.** |
| **Carries Out Performance Management –** covers the employee’s capacity to manage  their workload and carry out a number of specific tasks accurately and at a high standard. |
| **Communicates Effectively** - covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships, giving advice and guidance, counselling, negotiating and persuading and handling private, confidential and sensitive information. |
| **Carries Out Effective Decision Making** - covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self-effectiveness and any requirements to quality check work. |
| **Undertakes Structured Problem Solving** **Activity** - covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking, developing practical solutions, applying problem solving strategies and managing interpersonal relationships. |
| **Operates with Dignity and Respect** - covers treating everyone with respect and dignity, maintains impartiality/fairness with all people, is aware of the barriers people face. |

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| **Management Competencies: to be used at the interview stage.** | | |
| **Operates with Strategic Awareness** Our managerswork with corporate priorities and policies in a joined up way with others, internally and externally. Works democratically, transparently and accountably. | | |
| **Practices Appropriate Leadership** Our managers motivate their staff to exceed expectations through raising their awareness of goals and moving them beyond self-interest for the sake of the team or service. They consider serving the District in all that they do. | | |
| **Delivering Successful Performance** Our managers monitor performance of services, teams & individuals against targets & celebrate great performance. They promote the District’s vision & work to achieve Council’s values & agreed outcomes. | | |
| **Applying Project and Programme Management** Our manager’s work to ensure that outcomes and objectives are achieved within desired timescales, make best use of resources and take a positive approach to contingency planning. | | |
| **Developing High Performing People and Teams** Our managers coach individuals and teams to achieve their potential and take responsibility for continuous improvement. They champion the Council’s values and goals. | | |
| **Working Conditions:** | | |
| Occasionally will need to be able to work evenings, weekends and bank holidays as required by the needs of the service. Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions | | |
| **Special Conditions:** | | |
| You will be informed outline if there is a requirement for the post to have recruitment checks  such as DBS, Warner Process. | | |
| * Occasional Out of Hours Working | | |
| * DBS Enhanced Check | | |
| * Full Driving License and access to a car insured for business use. | | |
| * Full participation in on-going Personnel Development as required by the service. | | |
| **Compiled by:**  **Paul Charity**  **Date: 22 Oct 2018**  **Revised: 26 Jan 2022** | **Grade Assessment Date:**  **24th Oct 2018** | **Post Grade:**  **SO1-SO2** |