Job description: Learning & Organisational Development Officer

Job title	Learning & Organisational Development Officer
Grade	1A
Working pattern	Permanent
Hours	Full-time 35 hours per week
Location	Home-based with occasional cross-country travel expected

Role purpose summary

The Learning & Organisational (L&OD) officer role sits within the People function of the Housing Ombudsman Service which is responsible for delivering an effective learning and organisational development offer aligned to the organisation's vision, values and behaviours.

The postholder will provide support in the coordination, design and delivery of Learning and Organisational Development (L&OD) activity, answering day-to-day queries, maintaining learning systems and content and collating data and feedback to help continuously improve the L&OD programme.

Responsibilities and outcomes

- Supporting the L&OD Business Partners to design, deliver and evaluate L&OD interventions (e.g. corporate induction, workshops, briefings and webinars), including the design of training materials and delivery of training courses for digital (LMS), virtual and in person learning.
- To support the roll out of the All-colleague Engagement Survey and any follow up actions as directed
- To support the Colleague Forum, including working with the Chair, Executive Sponsor and Forum Reps to collate and circulate the agenda, record the notes and actions of meetings

and ensure these are made available to staff through the appropriate communication channels

- To build effective relationships with the internal communications team to draft and publish internal communications relating to L&OD activity.
- To contribute to learning needs analysis activity (e.g. training needs analysis, skills audit work) by collating information, maintaining records and helping to identify themes and priorities.
- To support the L&OD Business Partners in the evaluation L&OD activities, identifying their impact and any areas for improvement
- To maintain the L&D calendar, supporting planning, scheduling and communication of Learning and OD activity across the organisation.
- To act as a point of contact for routine L&OD queries, ~~and~~ escalating complex issues appropriately.
- To take all steps necessary for maintaining L&OD systems and content (e.g. LMS, intranet pages, corporate induction, learning content and HR system) ensuring information is accurate, accessible and up to date.
- When requested, to communicate with external providers to arrange bookings, agree joining instructions, collate and co-ordinate learning materials and raising Purchase Orders and processing invoices.
- To support the end-to-end Apprenticeship life cycle, including supporting line managers and apprentices where appropriate.
- To produce monthly and ad-hoc reports as directed.
- To support the Health & Wellbeing (H&W) programme of initiatives, activities, campaigns and events as directed by the Health and Safety Business Partner.

The postholder should, at all times, to adhere to the Housing Ombudsman Service values of learning, excellence, openness, and fairness.

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The Housing Ombudsman Service is committed to equality of opportunity in all its practices, policies, and procedures. It is our intention to promote a working environment that is free from harassment, bullying, victimisation, or discrimination, where everyone is treated with dignity and respect. We expect all employees to behave respectfully with courtesy and consideration, whilst carrying out their duties.

Person specification

	Essential (E), Desirable (D)	Assessment method:
		Application (A), Test/assessment (T), Presentation (P), Interview (I)
Qualifications/CPD		
GCSE Grade C/4 or above in English and Maths (or equivalent).	E	A
Demonstrable skills in Excel, PowerPoint, MS Word, Teams and SharePoint.	E	A
Level 3 Award in Education and Training or equivalent (e.g. Train the Trainer).	D	A
A CIPD Level 3 or willingness to complete via apprenticeship.	E	A
Experience		
Experience of organising and supporting work based learning activity.	E	A

Experience of working collaboratively with managers, employees and SMEs in the design of learning materials for digital, virtual and in-person delivery.	E	A, P
Experience in delivering work-based learning and organisational development initiatives, both in person and online to both small and large groups.	E	A, P
Experience working with a broad range of internal colleagues and external providers to give customer-focused support.	E	I
Experience running system reports and using data/feedback to suggest service improvement.	E	I
Experience in the evaluation of work based learning and OD initiatives to demonstrate their impact and organisational value.	E	A, I
Experience supporting the coordination of the Apprenticeship Life Cycle	E	A
Experience supporting delivery of H&W initiatives.	D	A
Knowledge and skills		
Strong organisation, prioritisation and attention to detail, with the ability to prioritise competing deadlines in a fast passed environment.	E	I
Confident using Microsoft 365 tools and learning technology (e.g. LMS, Articulate 360) to support blended learning.	E	A

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Ability to draft clear written communication and learning materials.	E	I
Good interpersonal skills and ability to build effective working relationships with colleagues at all levels.	E	I
Understands confidentiality and handles information appropriately.	E	I
Able to communicate effectively in English, both written and verbally.	E	A, I
Behaviours		
Demonstrates HOS values: Learning, Excellence, Openness and Fairness.	E	I
Takes ownership for delivering high-quality work and follows through on actions.	E	I
Works collaboratively, responds positively to change and demonstrates a "can-do" approach.	E	I
Additional requirements		
To comply with the Housing Ombudsman Equal Opportunities policies.	E	
To comply with the Housing Ombudsman Health and Safety policies	E	
To comply with the Housing Ombudsman IT policies and procedures	E	
This role profile is not exclusive or exhaustive. It is intended as an outline indication of the areas of responsibility and may be amended in light of the changing needs of the organisation.		
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People team evaluator	Andy McGuigan
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