

ROYAL BOROUGH OF GREENWICH

JOB DESCRIPTION

DEPARTMENT: Street Services

POSTHOLDER

SECTION: Business Support

GRADE PO3

POST DESIGNATION: Training and Development Manager

Purpose of Job:

To develop, coordinate and deliver bespoke service specific and corporate training to Street Services staff by delivery of structured training programme that develops staff and improves service delivery.

The post holder will be required to be, or train to be, a Joint Approvals Unit for Periodic Training (JAUPT) trainer but must be Train the Trainer (level 3) and Preparing to Teach in the Lifelong Learning Sector (formerly PTLLS) qualified. The Street Services annual training programme supports 408.6 FTE.

This post does not require a DBS

Manages up to 1 directly managed staff.

Manages up to 0 indirectly managed consultancy/contracting staff.

Main Duties:

- 1) To be Joint Approvals Unit for Periodic Training (JAUPT) qualified, or train to be, and deliver periodic Driver Certificate of Professional Competence (CPC) training for all professional drivers within Street Services (109 FTE drivers).
- 2) To be a qualified Train the Trainer facilitator and be responsible for disseminating training delivery skills to supervisors within Street Services to enable them to deliver service specific training to their teams.
- 3) To be a Preparing to Teach in the Lifelong Learning Sector (formerly PTLLS) qualified facilitator and be able to develop and deliver professional service specific training content for training delivery to staff within Street Services.
- 4) To produce and deliver the annual Street Services training programme in partnership with the senior management team to meet the needs of the Service Development Plan, Skills Gap Analysis and PRAD outcomes
- 5) To manage the Street Services LMS module ensuring that it is maintained and contains the full training offer (current and future) ensuring that it accurately reflects full, service wide, training records to support Skills Gap Analysis and training development.

- 6) To engage with stakeholders, internal and external, to ensure training content is up to date and relevant and incorporates current legislation, processes, and procedures.
- 7) To design and develop a range of training tools, techniques and methods including face to face, digital and remote learning to ensure training is effective and engaging and meets service need, Staff Values, the RBG Corporate Plan.
- 8) To ensure that training delivery that supports the range of abilities and needs of staff within the frontline workforce.
- 9) To deliver training that support the corporate digital transformation projects.
- 10) To deliver training for Street Services staff that works flexibly around service delivery including training delivery pre and post shift and at weekends.
- 11) Develop and produce training literature to support training delivery including training manuals and handouts for use during and post training, including digital format.
- 12) Work closely with L&D to ensure that frontline staff corporate training needs are captured and delivered in the most efficient and effective way and around the needs of the service.
- 13) To be a point of contact for Street Services staff requesting training support and development and support 1-2-1 coaching if required.
- 14) To work to obtain accreditation for in-house service specific training.
- 15) To deliver the Street Service frontline induction programme ensuring that it is kept up to date and relevant and that it captures the full range of service areas and is tailored to support individual frontline roles.
- 16) To manage and support delivery of the Street Services apprenticeship programme/s including liaison with training providers.
- 17) To deliver renewable training in a timely manner to ensure qualifications are maintained to prevent service interruption.
- 18) To source, where required, external training providers for training delivery ensuring corporate Financial Regulations are adhered to.
- 19) Be competent in the use of IT systems including Microsoft Office suite, SharePoint and LMS and other corporate systems.
- 20) Organise shared training with other internal departments where it is not cost effective to deliver essential training to Street Services staff only, ensuring that partnering departments are recharged accordingly.
- 21) To be responsible for managing and monitoring the Street Services training budget.
- 22) To be responsible for communicating the annual training programme, updated and reminders to all staff, in particular frontline staff, via digital means including e-newsletter, digital screens, SMS, and email.
- 23) To be responsible for providing monthly statistics and updates for inclusion within the HR Performance Report.
- 24) To be responsible for the management of the Business Support Officer (Training & Development) including absence and performance in support of the Street Services training programme.
- 25) To undertake any other work appropriate to the level and general nature of the post's duties.
- 26) Where necessary for the job role or appropriate for continued development in the role, the post holder may be required to participate in training and development courses made available via the Council's Apprentice Levy funding.

- 27)To undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, the Council's Equal Opportunities and Customer Care policies.
- 28)To perform all duties in line with Council's staff values showing commitment to improving residents lives and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the council.
- 29)To be responsible for undertaking employee investigations, hearings and appeals in line with the RBG policies and procedures. (TBC subject to evaluation - Appropriate for PO4 and above jobs only)
- 30)Responsible for providing mentoring opportunities to junior staff (e.g. graduates, apprentices etc.) (TBC subject to evaluation - May be suitable at various grades, but mandatory for jobs PO4 and above)
- 31)To undertake supervision/management of staff as and when required. (TBC subject to evaluation - May be suitable at various grades, but mandatory for jobs at PO3 and above)
- 32)You may be required to undertake alternative, additional or ancillary duties from time to time or transfer to another service department within the Council as the Council may reasonably direct to meet service user demand in the event of a crisis or emergency.

Designation of the Post to which the post-holder normally reports to:
Business & Transformation Manager