

Role Profile

Learning Development Support Officer	
Service Area: Communities	Division/Section: Local Training & Enterprise – Neighbourhood Learning
Grade: T002	Job Family:
Primary purpose	
Promotion of the service through engagement with customers.	
Secondary purpose	
Assisting with the development of learning programmes.	
Key accountabilities	
Responsible for promoting appropriate learning opportunities to groups and individuals in Cardiff	
Responsible for supporting all processes that ensure council, local and Welsh Government targets are met	
Support the development of learning programmes for the service, gathering feedback from customers and stakeholders to inform objectives and performance information	
Assist in the development and support of effective relationships with partners that will identify those best placed to assist in the delivery of service provision	
Ensure the effective preparation of management information	
Key types of activity	
Participate in activities to promote the service with internal and external stakeholders	
Provide support and assistance in the carrying out of learning needs' analyses and customer feedback processes	
Provide advice on options and learning support to improve skills and progress learning	
Contribute to the planning of learning programmes based on engagement, research and the requirements of external bodies	
Respond to internal and external learner enquiries and refer where necessary	
Assist Tutors to update and maintain Individual Learning Plans	
Undertake a range of administrative tasks whilst ensuring the secure handling of confidential data	

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Types of measures of success

Customer satisfaction

Timely preparation of accurate Management Information

Percentage completion/attainment of targets within the curriculum

Improved outcomes against identified needs

Behavioural Competencies

Please refer to the Behavioural Competency Framework to enable you to address the competencies at the stated level required for the job

Competency	Level
Putting our customers first	2
Getting things done	2
Taking personal responsibility	2
Seeking to understand others, and treating them with respect	2
Developing potential	2
Leading change	1
Initiating change and improvement	2
Organisational awareness	1
Partnering and corporate working	2
Communicating	2
Analysing, problem solving and decision making	2
Equality and diversity	2

Essential Technical Competencies

Competency	Level

Desirable Technical Competencies

Competency	Level

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Essential professional/trade qualifications		Desirable professional/trade qualifications	
Membership of professional/trade body		Membership of professional/trade body	
Essential previous experience			
Suitable for new ways of working			
New ways of working			Yes/No
1.			
2.			
3.			
4.			
Additional information			