

## Learning & Organisation Development Officer

<b>Job Level</b>	3	<b>Job reference No.</b>	
		<b>Role review</b>	2020
<b>Directorate</b>	People	<b>Service/Function</b>	Learning and Organisation Development
<b>Reports to</b>	Learning and Organisation Development Manager		

### Scale and scope of role

<b>Direct reports</b>	None	<b>Indirect reports</b>	None
<b>Budgetary responsibility / accountability</b>	None	<b>Accountability for other resources</b>	None
<b>Reach and impact</b>	To ensure the design, delivery and management of a range of Learning and Organisation Development interventions to reach deliverables on key projects and programmes.		

### Context

We help anyone, anywhere in the UK and around the world, get the support they need if crisis strikes: connecting human kindness with human crisis.

We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over, we help them to recover and move on with their lives.

We are part of the global Red Cross and Red Crescent humanitarian network.

### Our values and principles

**Our values** (compassionate, courageous, inclusive and dynamic) underpin everything we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its **fundamental principles**: humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

## Purpose of the role

Reporting to the L&OD Manager, this role is key to supporting the organisation in meeting its strategic aims, by ensuring the design, delivery and management of a range of Learning and Organisation Development interventions. Their role will be key to ensuring that deliverables are reached on several projects and programmes across the L&OD team. The role will support with ongoing coordination, administration and evaluation and ensure that internal and external stakeholders are consulted, informed and updated. They will contribute to positive culture development and people engagement through their work.

## Main responsibilities

### Project Management

- Produce, update and maintain multiple planning and project documents, ensuring that timescales and deadlines are clear
- Assess and highlight risks and issues and support the creation of mitigating strategies
- Report regularly to the L&OD Manager on project status and follow up accordingly

### Evaluation and data insight

- Strive continually for improvement, collecting and analysing data and insight to seek out change and innovation and improvement in our people engagement approaches
- Be the key point of contact for our organisational colleague engagement survey data, ensuring effective reporting to meet organisational needs
- Support colleagues in other business areas to access and interpret colleague engagement survey data to reach actionable insights
- Under the guidance of the L&OD Manager, plan the evaluation of Learning and Organisational Development interventions

### Communication and engagement

- Work within existing communication channels to ensure relevant information disseminated to all stakeholders, enhancing existing channels where necessary
- Under the guidance of the L&OD Manager develop creative resources (e.g. learning materials, webinars, engagement activities) to support programme delivery
- Ensure effective event planning and delivery of events and workshops, including evaluation and acting on feedback
- Coordinate input of relevant stakeholders to create engaging reports appropriate for a range of internal audiences
- Identify, collect, develop and share good practice case studies across the organisation

### Organisation Development and Learning delivery

- Under the guidance of the L&OD Manager, develop and deliver L&OD interventions and learning activities to meet project deliverables.

### Administration

- Perform administrative tasks related to project workstreams including procurement, logistical planning, preparation of materials and maintenance of Redroom pages
- Track project budgets and report to the L&OD Manager

## Personal development

- Ensure ongoing personal development to maintain own skills, support the team and the learning of others
- Build external networks and keep abreast of the external world in respect of learning

## Team member

- Actively participates in meetings
- Works and behaves in accordance with all BRC policies and procedures
- Supports other team members
- Upholds the Fundamental Principles of the International Red Cross and Red Crescent Movement

## Pre- engagement checks

### Type of criminal record checks required for this role

England and Wales - Disclosure and Baring Service Check (DBS)
<ul style="list-style-type: none"><li>• None</li></ul>
Scotland
<ul style="list-style-type: none"><li>• None</li></ul>
Northern Ireland
<ul style="list-style-type: none"><li>• None</li></ul>

### Type of driver checks required for this role

<ul style="list-style-type: none"><li>• None</li></ul>
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## Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis in the UK. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone, regardless of; age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate and we want you to be able to bring your authentic-self to the Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness.

## Person Specification

		Requirement	Evidenced obtained through Shortlisting (S) Interview (I) or Assessment (A)		
<b>Knowledge and Skills</b>	Essential	<ul style="list-style-type: none"> <li>• Good knowledge of project management cycle, tools and theory</li> <li>• Excellent knowledge and experience of MS Office</li> <li>• Ability to prepare and present reports and written communications including data analysis</li> <li>• Ability to analyse, interpret and generate insight from a range of data sources.</li> <li>• Experience of managing events</li> <li>• Able to work and communicate confidently with a range of diverse stakeholders</li> <li>• Knowledge of best practice in learning, development and inclusive learning</li> <li>• Ability to facilitate learning interventions and events, engaging and supporting people to achieve desired outcomes</li> <li>• Good self-management skills; ability to organise your own workload and prioritise effectively</li> </ul>	S	I	
	Desirable	<ul style="list-style-type: none"> <li>• Understanding of the voluntary sector including working with staff and volunteer groups</li> <li>• Knowledge of context and approaches to organisational development</li> <li>• Demonstrable commitment to quality, promoting high standards and continuous improvement</li> </ul>		I	

<b>Experience</b>	Essential	<ul style="list-style-type: none"> <li>• Experience of working across more than one project simultaneously.</li> </ul>	S	I	
		<ul style="list-style-type: none"> <li>• Proven experience in the co-ordination of projects with demonstrable management skills</li> </ul>	S	I	
		<ul style="list-style-type: none"> <li>• Experience of performing administrative tasks independently</li> </ul>	S	I	
		<ul style="list-style-type: none"> <li>• Experience of collecting and analysing qualitative and quantitative data</li> </ul>	S	I	
		<ul style="list-style-type: none"> <li>• Experience of delivering learning interventions and events, engaging and supporting people to achieve desired outcomes</li> </ul>	S	I	
	Desirable	<ul style="list-style-type: none"> <li>• Working within in a large, complex organisation to deliver organisation-wide projects</li> </ul>		I	
		<ul style="list-style-type: none"> <li>• Experience of delivering Organisation Development interventions</li> </ul>		I	

<b>Behaviours</b>	<b>Communicating and influencing</b> – Takes multiple steps to communicate and influence <ul style="list-style-type: none"> <li>&gt; Uses appropriate British Red Cross communication tools and channels to deliver multiple messages to a range of stakeholders, clearly and effectively</li> <li>&gt; Provides explanations, raises awareness of issues and sends consistent messages in order to support progress</li> </ul>				
	<b>Working collaboratively</b> – Pro-actively builds collaborative relationships internally and externally <ul style="list-style-type: none"> <li>&gt; Takes the time to be curious, gets to know others and their perspective, formally and informally</li> <li>&gt; Manages relationships and partnerships for the long term – sharing insights, building trust, constructively and openly tackling conflict in order to agree solutions</li> </ul>				
	<b>Solution focused</b> – Sees multiple connections <ul style="list-style-type: none"> <li>&gt; Anticipates obstacles, thinks ahead about next steps and contingencies</li> <li>&gt; Uses a range of methods to identify solutions and make decisions, involving others where appropriate</li> </ul>				
	<b>Seeking Insight</b> – Investigates and analyses information <ul style="list-style-type: none"> <li>&gt; Investigates problems or situations beyond routine questioning</li> </ul>				
<b>Additional requirements</b>	Essential	<ul style="list-style-type: none"> <li>• Ensures inclusive practice and promotes diversity</li> <li>• An ability and willingness to travel throughout the country, with infrequent overnight stays</li> </ul>			
	Desirable	<ul style="list-style-type: none"> <li>• An ability and willingness to work outside normal office hours on occasion</li> </ul>			

We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act) who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.