



Working4U Development Officer – Adult Literacies

JOB PROFILE

Incorporates

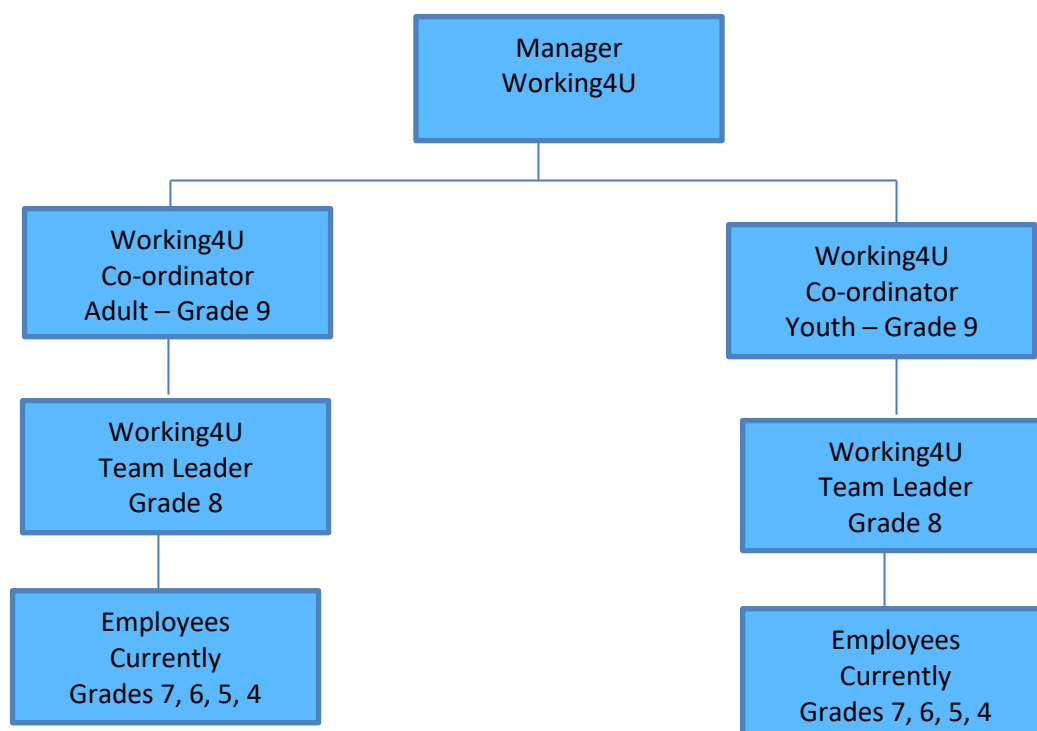
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SECTION 1: POST DESCRIPTOR

1. JOB DETAILS	
Job Title: Working4U Development Officer – Adult Literacies	
Department: Roads and Neighbourhood	Section: Working4U
Reports to: Working4U Team Leader, Adult Learning and Literacies	Grade: Grade 7
Position Number: CS1044	Gauge Reference: A3404
2. JOB PURPOSE To be responsible for the delivery of front-line Adult Literacies services in West Dunbartonshire as part of the Working4U Team.	
3. DIMENSIONS and SCOPE OF JOB (including budgetary and staffing responsibilities) Budget: The post holder has no direct budgetary responsibility but is required to ensure that any approved funding is allocated effectively in the delivery of services and monitored to ensure it is kept within budgetary limits. The post holder is responsible for developing Community Learning and Development (CLD) programmes. These programmes which may include associated approved costs such as part time staffing costs, crèche or materials would require to be monitored and the post holder would be accountable for the spend incurred from these. The amount of this funding varies but would be unlikely to equate to more than £10,000 per annum. Staffing Direct: The post holder has responsibility for the day to day supervision of part time, temporary staff and for the direction of their work. The post holder would be responsible for providing the part time staff with advice and guidance as well as instructing, checking and allocating work on a regular basis. Staffing Indirect: The post holder will also be required to foster good team building, provide appropriate support and ensure that training and staff development opportunities are highlighted to support the part time staff and volunteers.	

4. ORGANISATIONAL CHART

(shows levels directly above and below this post and includes grades of posts)



5. ROLE OF DEPARTMENT/SECTION

Working4U provides a wide range of services within the Roads and Neighbourhood department including Community Based Adult Learning, Adult Literacies, Youth Services, Employability and Money Advice services across the authority.

The Service works closely with partners and the wider community to support lifelong learning for all ages and abilities.

The Service is regularly inspected by HMIE under the *How Good is the Learning and Development in our Community?* Quality Assurance frame work.

The Section is an integral part of the Roads and Neighbourhood, Working4U Department's functions in meeting its statutory duties, improvement targets and local objectives.

Systems and procedures are in place to monitor the impact on service users and are used to establish quality assurance and review actions.

Effective liaison with a range of internal and external partners is expected in the delivery of Working4U services.

There is close liaison with other Council departments to meet local priorities and initiatives and ensure best value principles and practices.

The Department leads and coordinates the development, delivery and monitoring of the Local Outcome Improvement Plan. The post holder will also be expected to contribute to the development and monitoring of Working4U team Plans, and where appropriate, the Working4U Service Plan and the 3 Year CLD plan.

Regular reports are provided to elected members and service users.

The Service reports on funds provided by the Scottish Government and a range of national organisations as required reflecting agreed targets and objectives.

6. KEY ACTIVITIES, RESPONSIBILITIES and OUTCOMES

To provide front line Community Learning and Development services through Working 4U, and in partnership with other stakeholders

To be responsible for the support and supervision of part time workers and volunteers including assisting in recruitment, training and CPD, in line with personnel procedures.

To manage resources including part time staff, approved programme expenditure allocation, and assist in sourcing external funding.

To plan, organise and deliver Community Learning and Development services through Working 4U and through engagement with partners.

To engage with stakeholders in developing, delivering and quality assuring work in support of the National Priorities.

To promote the work of the service to learners and other stakeholders.

To contribute to the development and implementation of policy and quality assurance and planning frameworks including the National Priorities in Community Learning and Development which contribute to the delivery of high quality services.

To represent Working4U on working groups and adopt a short term lead role on thematic developments as agreed with the Team Leader/Coordinator.

To contribute to the development and be responsible for the delivery of relevant Community Learning and Development learning opportunities, in line with assessed need and within policy and legislative frameworks, including the National Priorities in Community Learning and Development.

To engage with adults, undertake customer surveys and consultations, support focus groups and analyse results, evaluate outcomes, leading to improved services.

To record, monitor, quality assure and evaluate work in relation to service targets and outcomes which have been set.

To work with partners to develop and deliver common policies, action plans and curricula based on good practice to meet identified needs of learners, ensuring that the Working4U Section's contribution is focussed, appropriate and of high quality.

To assist in the sourcing of external funding and the delivery of externally funded projects supporting Community Learning and Development.

To ensure that quality and planning frameworks are utilised in the consistent planning, delivery, monitoring and recording of services

To ensure that Community Learners and the wider community are fully engaged in the planning and delivery of services.

To develop and deliver Community Learning and Development courses to the community across a network of service points and contribute to the commission and quality assurance of delivery by partner providers.

7. PROBLEM SOLVING

The post holder is expected to resolve problems or situations, generally by applying existing practice and procedures.

However, the post holder will be required to interpret information and use those skills to decide which course of action to take to find a solution.

The post holder will also require judgement to resolve problems, particularly when providing evening courses for adults where issues may arise and the line manager/a more senior member of staff is unlikely to be available till the next day. Normally the post holder would only approach their line manager in relation to unusual or difficult problems.

8. PLANNING

The post holder is responsible for planning their own day to day work, and that of part time sessional staff, under the overall direction of the line manager.

The post holder is required to develop an annual Individual Work Plan in line with the relevant Working4U Team Plan, Working4U Service Plan, the 3 Year CLD plan, HMIE Quality Assurance frame work and the CL&D Strategic Guidance.

The post holder will also be expected to contribute to the development and monitoring of the annual Working4U Team Plan, the Working4U Service Plan and the 3 Year CLD plan.

The post holder will be responsible for ensuring that planning schedules are adhered to in relation to the development of Community Learning and Development programmes on an annual basis.

In addition, the post holder will be required to create and maintain a schedule of consultation activity in line with the Council and Scottish Government requirements and contribute to the Performance Management System as required.

9. ASSIGNMENT AND REVIEW OF WORK

The post holder will set and agree objectives and work plans with the Team Leader for Adult Learning and Literacies

There will be regular formal and informal meetings with the Team Leader for Adult Learning and Literacies and other colleagues to review and report on progress.

10. COMMUNICATIONS AND WORKING RELATIONSHIPS

Internal communications and working relationships:

The post holder will support and work closely with colleagues in the Working4U teams, colleagues in the wider department and members of other departments to contribute to activities and respond to developments as required.

The post holder will lead projects as directed to contribute to the aims and objectives of the department.

External communications and working relationships:

The post holder will liaise with partners, community groups and external agencies to contribute to Council developments and initiatives.

The post holder will also work where relevant with National Bodies, colleagues from other Councils and groups to support the work of West Dunbartonshire Council.

11. DECISION MAKING

The post holder will be advised, through the Team Leader and the strategic aims of the Working4U Service, what is to be achieved in relation to Community Learning and Development provision and the various Partnerships and Working Groups and must be able to provide a range of solutions to achieve this.

The post holder will have to advise and support part time paid and voluntary staff in the day-to-day delivery of Community Learning and Development.

12. MOST CHALLENGING PART OF THE JOB

There is a need to be creative in finding solutions in order to continue to maintain a high quality Community Learning and Development service which meets the requirements and challenges of the Housing and Employability Department priorities, Community Planning Partnership, Local Outcome Improvement Plan, CLD Strategic Guidance, HMle and the Council.

13. GENERAL

Disclosure/PVG membership: PVG Both

Politically Restricted Post: N/A

The duties and responsibilities contained within this Post Descriptor are neither exclusive nor exhaustive as the postholder may be required to undertake other reasonably determined duties commensurate with the level and grade of the post without changing the general character and nature of the post.

The Post Descriptor may be subject to revision, depending on the future needs of the post and the organisation, following appropriate consultation.

14. WDC TRAINING

West Dunbartonshire Council – Operates [Skills Passports](#) for all employees, which details the training available and timescales for undertaking courses. Skills passports are available via the Council's Intranet [Organisational Development & Change](#)

- Skills Passport A – New Entrant Employee Passport
Includes WDC Induction; Equality & Diversity; Data Protection (GDPR) & Security Awareness and relevant i-learn modules;
Policy Reading: Code Of Conduct; ICT Information Security Policy and Acceptable Use Policy
- Skills Passport B – WDC Employee Passport
Includes relevant i-learn modules

15. ROLE SPECIFIC TRAINING

No mandatory training required. However, the post holder will be encouraged to undertake Professional Learning and Development (PLD) opportunities, which will contribute to the PLD requirements of membership of the CLD Standards Council.

SECTION 2: PERSON SPECIFICATION

Essential	Desirable
Qualifications/Professional Membership	
Degree or post-graduate qualification in Community Education or Diploma in Youth and Community Work or an equivalent	
Training	
Experience	
Experience of engaging with adults in the delivery of Community Learning and Development – preferably within a Local Authority context	Previous experience of staff management including support and supervision
	Experience of some or all of: HMle, quality assurance frameworks, self-evaluation, compliance
Knowledge and Skill	
Understanding of the principles underpinning partnership working and community engagement	Good ICT skills
Understanding of the National and Local policy context driving the development of Community Learning & Development.	
Disposition	
Able to communicate effectively with excellent written and verbal skills	
Able negotiator who can work to own initiative and work effectively as part of a team	