

Job description

Learning designer and facilitation officer

Grade: SO2

- Reports to: Senior Organisational Development Projects Lead
- Direct reports: None
- Your team: Organisational Development
- Service area: Human Resources
- Directorate: Resources

Special requirements of the post

Workstyle: Front facing (High presence, three to four days a week)

- Colleagues with regular physical contact with residents and businesses in the borough and on-site, but some activities could be done remotely (such as paperwork)

Our mission

Islington is a place rich with diversity and culture. As a council our sense of purpose couldn't be clearer: we serve. It's in the logo. We are committed to challenging inequality in the borough and as one of the largest employers we know that to look after the place and the planet, we have to look after our people. **Together we can change the future.**

To do this, everyone who works at Islington Council lives by a set of values which guide us in everything that we do: collaborative, ambitious, resourceful, and empowering. They spell out 'CARE', which is what we think public service is all about.

Overview of the role

The learning designer and facilitation officer will lead the Contact Centre learning and knowledge framework, ensuring colleagues have clear, accessible and up-to-date guidance to provide excellent customer service for residents. The role requires creativity, innovation and sound professional judgement to design practical learning solutions that can be adapted in response to service changes, complaints themes, digital developments and identified skills gaps. The role will require significant in-person workshop delivery to ensure effective learning transfer.

There are two learning designer and facilitation officer roles who will work closely together to improve capability across the Contact Centre. The post holder will combine advanced resident-facing customer service knowledge with learning design and facilitation expertise to assess needs, manage competing priorities and deliver timely learning and development interventions that support service quality and resident experience.

Key responsibilities

- Lead the design, development and continuous improvement of high-quality learning solutions that build capability, confidence and performance across Contact Centre services, ensuring development directly supports organisational objectives, performance standards and resident outcomes.
- Use creative and innovative design expertise to communicate complex information to a range of audiences by creating engaging, accessible and inclusive learning interventions, including facilitating face-to-face and online workshops, e-learning, videos and performance support tools, adapting approaches and learning methods to suit different needs and learning styles.
- Take ownership of the Contact Centre learning offer, ensuring learning programmes, materials and onboarding pathways remain relevant, effective and aligned to operational priorities and customer needs.
- Translate complex policy, process, system and service changes into clear, practical learning and guidance that enables Contact Centre Colleagues to deliver accurate, empathetic and efficient customer service.
- Develop and maintain a robust knowledge management framework, ensuring Contact Centre Colleagues have access to accurate, concise and up-to-date information at the point of customer contact.
- Build strong partnerships with operational managers, subject matter experts and service areas to identify capability requirements, proactively anticipate learning needs and support organisational change.
- Use professional judgement and expertise to identify knowledge gaps, performance trends, operational risks and opportunities for improvement, recommending and implementing appropriate learning solutions.
- Deliver engaging facilitation, coaching and capability-building activities that support both new and experienced Contact Centre Colleagues to develop their knowledge, skills and confidence.
- Use evidence-based data and insight from quality monitoring, customer feedback, performance data, complaints and stakeholder feedback to evaluate learning effectiveness and drive continuous improvement.
- Maintain oversight of learning records, evaluation data and improvement actions, producing evidence-based recommendations to enhance service performance and customer experience.
- Comply with relevant legislation, council policies and procedures, including GDPR, information governance, safeguarding, equality, equity, diversity and inclusion, and health and safety.
- Carry out any other duties that are consistent with the grade and purpose of the role.

Person specification

Your application form needs to demonstrate how you fulfil the role's requirements. It is essential to address the criteria, as this will be used to evaluate your suitability for the position.

Essential and desirable criteria

Essential: the basic requirements that must be met for someone to be considered for a particular job. These criteria are mandatory and cannot be negotiated. Essential criteria directly impact the core qualifications or skills necessary to perform the job effectively.

Desirable: the additional qualities, skills, or qualifications that would be advantageous for a candidate to possess but are not mandatory. Not meeting them does not automatically disqualify someone from consideration for the job. This also allows candidates who do not possess certain desirable criteria the opportunity to explain how their other knowledge, experience and skills relate to these and what they may be in the process of doing or willing to do to achieve these.

Knowledge, experience, and skills

Point	Criteria description	Essential/desirable
1	Strong understanding of local government services or complex resident-facing Contact Centre environments, including the risks and judgement required when supporting high-volume demand, vulnerable residents, complaints, safeguarding issues and changing policy or process requirements	Essential
2	Advanced knowledge of Microsoft 365 tools, SharePoint knowledge management and the ability to learn, interpret and translate internal IT systems and process changes into clear frontline guidance	Essential
3	Excellent communication and influencing skills, with the ability to challenge unclear guidance, negotiate learning requirements and advise officers, managers and service areas on practical Contact Centre readiness needs	Essential
4	Proven experience in designing, delivering, evaluating and improving learning and development interventions, preferably within a Contact Centre, customer service or operational service environment	Essential
5	Experience of assessing learning needs, interpreting performance and quality information, identifying urgent skills gaps and prioritising activity within required deadlines	Essential
6	Ability to present complex or changing information clearly, embed learning effectively and adapt learning methods for different audiences, confidence levels and operational needs	Essential
7	Understanding how adults learn to create effective learning interventions including learning styles	Essential
8	Ability to maintain structured knowledge content, including review cycles, version control, ownership, approval routes, accessibility and governance arrangements	Essential
9	Ability to develop imaginative, structured and accessible learning and coaching materials that improve advisor confidence, consistency, service quality and resident experience	Essential

Our accreditations



Our accreditations include Disability Confident Leader, The Mayor's Good Work Standard,

London Living Wage Employer, Stonewall Diversity Champion, and Employer with Heart.