

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: L&D Digital Advisor	Grade: Scale 6
Section: Organisational Development and Learning	Directorate: Change and Innovation
Responsible to following manager: Learning and Development Lead	Responsible for following staff: N/A
Post Number/s: POS000899	Last review date: June 2026

Working for the Richmond & Wandsworth Better Service Partnership

This role is employed under the Richmond & Wandsworth Better Service Partnership. The overall purpose of Richmond & Wandsworth is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

Richmond & Wandsworth Better Service Partnership aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

To source, design and deliver a range of learning interventions to support digital upskilling in the organisation.

Specific Duties and Responsibilities

1. To support the onboarding process of new users.
2. To design and deliver face-to-face learning sessions.
3. To maintain the SharePoint Communications site(s).
4. To share new features and engage with users in the Navigator Engage community.
5. To facilitating action learning sets and surgeries.
6. To creating new learning content using various mediums.
7. To host events to encourage user interaction and learning.
8. To gather feedback and make improvements where required.
9. To support the development of digital skills in the organisation including but not limited to the M365 suite of apps.
10. To promote copilot and other apps via Staff News, Engage, attendance at meetings and during courses.
11. To supervise and support interns and apprenticeships in the team.
12. To support the wider Learning and Development team, as necessary.

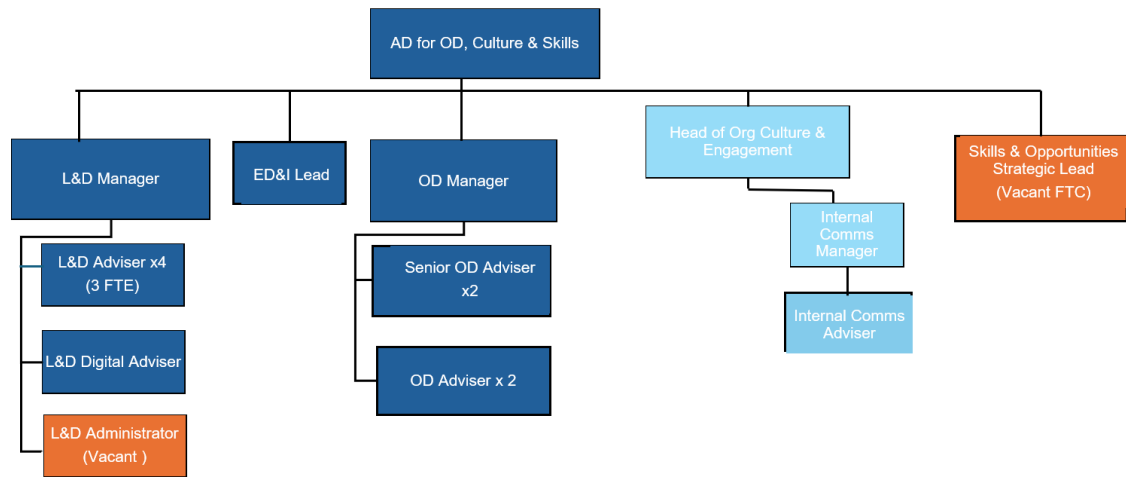
Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.

- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Additional Information

Team structure



Person Specification

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Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
An understanding of the principals of adult learners	✓		A/I
An understanding of the training cycle	✓		A/I
Knowledge of Copilot and other GenAI models, and the functionality they offer.	✓		A/I
Experience	Essential	Desirable	Assessed
Experience of designing and delivering learning using a variety of mediums	✓		A/I/T
Experience of communication with and presenting to a wide and diverse group.	✓		A/I
Experience of using MS Office 365 particularly Teams, SharePoint, OneDrive,	✓		A/I/T

Word, Excel, PowerPoint and Outlook to an intermediate/advanced level.			
Skills	Essential	Desirable	Assessed
Ability to be flexible in approach to service delivery and customer service.	✓		A/I
Ability to build effective working relationships both internally & externally.	✓		A/I
Ability to create publicity and promotional material including; posters, videos, news articles and, blogs.		✓	A/I
Qualifications	Essential	Desirable	Assessed
Level 3 or above Learning and Development Qualification		✓	C

A – Application form / CV

I – Interview

T – Test

C - Certificate