

Job description	
Job title	Workforce Development PVI Officer
Grade	F
Directorate	Resources
Section/team	HR
Accountable to	OD Lead
Date reviewed	6 October 2025

Purpose of the Job

This role will support PVI organisations to access learning and development specifically:

- Creation of training delegate profiles
- Maintaining delegate learning data for learning and relevant access to learning information/courses
- Procurement of training working with wider OD team to maximise attendance.
- Promotion of training to providers as and where appropriate.

You will work closely with the Commissioning Team in Adult Social Care and OD team within Human Resources, as well as the PVI sector within the borough.

Duties and Responsibilities

- Set up PVI users onto Oracle HCM, maintaining accurate delegate records and training profiles and helping to resolve access issues, escalating these where appropriate.
- Book PVI staff onto appropriate training sessions, liaising with them, the OD team and training providers to confirm dates, venues and attendance.
- Support the coordination, promotion and evaluation of high-quality learning interventions/training for the PVI sector, making suggestions and recommendations to continually improve the quality and impact of these.
- Initiate and maintain strong working relationships with the Commissioning Team and PVI sector to ensure the smooth running and maximum uptake of learning.
- Develop processes to report on training uptake for the PVI sector and investigate non-attendance reasons.
- Provide reports and analyse learning uptake to inform future procurement and link in with OD performance targets.
- Respond promptly to training related queries from the PVI sector, working closely with the Commissioning and OD team.
- Provide regular and clear guidance to the PVI sector in relation to accessing and completing training.
- Contribute to the development of training and user guides to support the PVI sector to access learning.
- Participate in regular reviews of training.
- Assist the OD Lead and Head of Commissioning to ensure that contractual requirements for PVI organisations to access learning are up to date and fit for purpose.
- Responsible for maintaining accurate budget records.

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

As part of your role with the Council, you share a collective responsibility to support and champion children and young people who are cared for by the Council and young people who are care experienced. Children and young people tell us that including this in all job descriptions “is good” because they want all Council employees to understand how important it is to “treat children in care and care experienced young people as they would their own”. We ask that you do this with the same commitment, care and ambition that any parent would, regardless of your job role or service area. Children and young people tell us that they want all Council employees to be “genuine”, helping to create a supportive environment, remaining alert to any worries and concerns, and ensuring that safeguarding is promoted and responded to appropriately

Knowsley Better Together – Staff Qualities



Health and Safety

- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals at risk.

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.
- Protect the Council’s information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.

Person Specification			
Post title	PVI Workforce Development Officer	Grade / Salary	F

To be successful in this role you will need to demonstrate how you meet the criteria below at application & interview stage.

Shortlisting Number	Criteria	Method of assessment
Skills, knowledge, experience		
S1	Strong record keeping and administration skills with high levels of attention to detail.	CV/I
S2	The ability to work as part of a team, and with other teams, managing competing demands simultaneously with the ability to solve problems.	CV/I
S3	Good project and time management skills and IT skills.	CV
S4	Good IT skills with the ability to analyse data in a clear and coherent way.	CV/I
Personal attributes and circumstances		
P1	You must adhere to, and role model, the “Knowsley Better Together” staff qualities; Integrity, Accountability, Communication and Respect as well as inclusive work practices.	I
P2	Excellent customer service skills, with experience working with a wide range of internal and external stakeholders.	CV/I
P3	Organised and reliable, with the ability to think creatively to overcome issues or challenges.	CV/I
P4	Proactively looks for ways to improve processes, systems and ways of working.	CV/I
P5	Ability to work on own initiative and as part of a team well.	CV/I
Communication		
C1	Good communication, influencing and facilitation skills.	CV/I/P
C2	Ability to build and maintain positive working relationships, adapting communication styles and approaches to different situations.	CV/I
Qualifications		
Q1	Evidence of continuous professional development and passion for learning and development.	CV

Curriculum Vitae = CV **C** = Certificate **E** = Exercise **I** = Interview **P** = Presentation **AC** = Assessment Centre **T** = Test

We have a positive attitude to the employment of disabled people and guarantee an interview to those who meet **all** the necessary criteria of the person specification.