

Learning and Organisational Development Officer - Technicians

Faculty / Department:	Human Resources	Grade E	£35,331 - £39,002
New appointees to Birmingham City University will ordinarily be appointed at the entry point of the appropriate grade			
Responsible to:	Head of Learning and Organisational Development	Responsible for:	N/A

Job Purpose

The Learning and Organisational Development Officer role will be at the forefront of change that underpins the university's strategic goals for its technical community. This role is pivotal in bringing our action plan to life, embedding change, and making a measurable impact on the careers and contributions of our technicians across the institution. The post holder will work closely with stakeholders at all levels, fostering connections between departments, championing best practices, and ensuring delivery against our commitments in shaping a strong and sustainable future for our technical workforce.

Main Activities and Responsibilities

1. Support the University Technicians Steering Group to deliver the Technician Commitment action plan.
2. Act as a champion for the Technician Commitment, building visibility and momentum.
3. Communicate and promote the Technician Commitment action plan amongst the technician community and wider university.
4. Source funding opportunities to deliver required events, workshops and annual events to celebrate the technician community.
5. Design and create marketing material to actively promote the technician community ongoing successes and achievements.
6. Develop resources such as Induction packs for new starters to ensure they have access to key information regarding the Technician Commitment, and support with the development of career pathways, professional registration and other related initiatives and programmes.
7. Monitor progress, report on impact, and adapt approaches as needed to ensure success.
8. Support initiatives that enhance the profile, professional development, and sustainability of technicians.
9. Promote inclusivity and celebrate the diversity of technical roles and individuals.
10. Facilitate focus groups and other groups as required for the successful implementation of the Technicians Commitment action plan.
11. Engage and collaborate with a wide range of internal and external stakeholders.

Person Specification

Essential Criteria	Application Form / Support Statement / Interview
1. Ability to coordinate and manage action plans (Technician Commitment).	Application Form / Support Statement / Interview

2. Skilled in planning, prioritising, and delivering multiple initiatives simultaneously, monitoring progress and evaluating impact.	Application Form / Support Statement / Interview
3. Strong interpersonal and networking skills to engage stakeholders at all levels.	Interview
4. Ability to foster cross-departmental collaboration.	Interview
5. Experience working with both internal (academic/professional services) and external partners.	Application Form / Support Statement / Interview
6. Excellent written and verbal communication skills.	Application Form / Support Statement / Interview
7. Confidence in presenting, promoting, and advocating initiatives.	Interview
8. Ability to create engaging promotional and marketing materials.	Application Form / Support Statement
9. Skilled in organising events, workshops, and focus groups. Active listening and group dynamics awareness.	Application Form / Support Statement / Interview
10. Understanding of career development frameworks and professional registration (for technicians). Familiarity with staff development or CPD programmes.	Interview
11. Experience designing onboarding materials, induction packs, or development resources.	Application Form / Support Statement / Interview
12. Awareness of and commitment to promoting inclusivity and celebrating diverse technical roles.	Interview
13. Experience working with or supporting technician populations in HE. Knowledge of the UK Higher Education context and technician roles.	Application Form / Support Statement / Interview
Desirable Criteria	
14. Understanding of organisational change principles and embedding cultural change.	Application Form / Support Statement
15. Understanding of how technician development supports wider university goals (e.g., research excellence, inclusivity, sustainability).	Application Form / Support Statement

- Application Form – assessed against the application form. Normally used to evaluate factual evidence e.g. award of a qualification. Will be assessed as part of the shortlisting process.
- Interview – assessed during the interview process by either competency-based interview questions, tests work-related exercise, presentation and discussion, or teaching session etc.