

**LONDON BOROUGH OF LEWISHAM  
JOB DESCRIPTION**

<b>Job Title:</b>	Talent & OD Support Officer	<b>Grade:</b>	Sc6
<b>Reports to:</b>	Talent Management and Reward Manager	<b>Directorate:</b>	Chief Executive's
<b>Division:</b>	People & OD	<b>Team:</b>	Organisation Development

**Main Purpose of the job:**

To provide proactive and responsive support to the Talent Management, Reward, and wider Organisation Development (OD) team, helping to ensure the smooth and effective delivery of talent development and workforce programmes across the Council.

Working closely with the Talent Advisor and Co-Ordinator and other colleagues, this role supports the coordination of key initiatives such as apprenticeships, internships, graduate and early careers programmes, and ensures that associated systems, processes, and communications run efficiently. The postholder will act as a key point of contact for internal queries, manage team in boxes and data, and contribute to the delivery of a customer-focused, high-quality service.

The role will also provide day-to-day systems support and contribute to People and OD projects and activities, helping the team to maintain a strong operational foundation that supports strategic workforce development goals.

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**PERSONAL DUTIES:**

1. Provide effective support for the delivery of talent management, workforce planning, and organisational development (OD) initiatives, ensuring smooth coordination of activities.
2. Support the delivery and implementation of talent development programmes, including apprenticeships, graduate schemes, internships, and other initiatives by assisting with planning, logistics, and communications.
3. Assist with stakeholder engagement by liaising with internal colleagues, external partners, suppliers, and funding bodies to support collaborative delivery.
4. Support the evaluation of talent and OD initiatives by collecting post-event feedback, monitoring attendance, and contributing to reporting and continuous improvement.

5. Support financial processes by raising purchase orders, processing invoices, and ensuring timely payments for talent, reward, and OD-related activities.
6. Help maintain and update policies, procedures, and guidance documents relating to talent development and OD activity.
7. Provide high-quality customer service to programme participants and stakeholders, supporting day-to-day queries, communications, and support as required.
8. Play a key role in establishing and maintaining effective team administration systems, including managing shared files, folders, and collaborative platforms (e.g. SharePoint).
9. Draft and publish internal communications to promote talent and OD events and initiatives and liaise with the Communications team as required.
10. Monitor talent and OD related communications, ensuring all information is accurate and up to date, and remove course advertisements and information when out of date/postponed/cancelled.
11. Provide management information: collating post-event feedback, attendance records and other relevant data as requested.
12. Transfer data into Excel for purposes of evaluation and identification of trends, producing evaluation reports in Word and PowerPoint formats as required for briefings. Requires intermediate Excel skills.
13. Co-work with the Organisation Development team and across People and OD, on their requirements for administrative support, materials and other resources; including arranging design meetings with Subject Matter Experts from the Council.
14. Support the development of a working environment where every individual's unique contribution is valued and respected, enabling all employees to thrive and achieve their full potential.

**All employees are required to:**

- Carry out the duties of the post with due regard to the Council's relevant codes and procedures.
- Carry out duties with due regard to the Council's values and behaviours.
- Participate in Appraisal and Performance Management processes and to undertake appropriate training and development, including mandatory induction training, identified to enhance their work.
- Treat all information acquired through employment, both formally and informally, in strict confidence
- Undertake other duties, commensurate with the grade, as may reasonably be required.

**Key contacts will include:**

All internal Officers, including close liaison with all People and OD Officers; key partner organisations and others, would be expected to carry out the role and keep abreast of best practice.

This job description may need to be amended by the Directorate to meet the changing needs of the service.

**Date: May 2025**

## PERSON SPECIFICATION

**JOB TITLE:** Talent & OD Support Officer

**POST NO:**

**DIVISION:** People & OD

**GRADE:** Scale 6

### Note to Candidates

The Person Specification is a picture of the behaviours, skills, knowledge, and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

If you are a disabled person but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria, you will be shortlisted, and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

<b>Equal Opportunities</b>	Commitment to implement the Council's Equal Opportunities Policies  Awareness of equalities issues within an inner London authority.	<b>S</b>
<b>Knowledge &amp; Experience</b>	Successful track record as an administrator in a complex environment/organisation.  Understanding of corporate and business challenges facing local authorities and public bodies.  Sound knowledge of administration processes.  Experience of successfully managing customer relationships within a complex organisation. Knowledge and experience of using information technology including Ability to use information technology including, MS Office, Excel, PowerPoint and financial and human resources management systems.	<b>S</b>     <b>S</b>
<b>Aptitudes &amp; Skills</b>	Good communication skills – able to speak confidently, and articulately and to write clearly and effectively.  Highly organised, able to prioritise and work calmly and effectively under pressure and to meet deadlines	

	<p>Ability to use information technology including, MS Office, Excel, PowerPoint and financial and human resources management systems.</p> <p>Good project management and financial administration knowledge.</p>	<b>Test</b>
<b>Personal Qualities/Behaviours</b>	<p>Be <b>resident focused</b>. With the ability to listen to learn, think broadly and find solutions, make decisions and act.</p> <p>Be <b>ambitious to improve</b>. A person who takes responsibility, creates and innovates, measures and evaluates.</p> <p>Take a <b>one council</b> approach. Inspiring and communicating, trusting and empowering, collaborating.</p> <p>A strong commitment to probity, honesty and openness, treating people consistently, fairly and with respect</p> <p>Ability to work collegiately in a matrix environment.</p> <p>Proactive, positive, customer centric and determined to add value.</p> <p>Evidence of commitment to continued professional development.</p>	
<b>Qualifications</b>	Qualification in education and/or administration of education/or demonstrable equivalent experience, ideally including experience using a various HR related systems	<b>S</b>
<b>Circumstances</b>	Able to attend meetings in the evenings; to work outside normal office hours; and to work beyond minimum hours as and when required to achieve deadlines.	
<b>Physical</b>	Generally, must meet LB Lewisham requirements for the post.	