

# Knowledge and Learning Officer (Wales)

The National Community Lottery Fund has flexible roles that enable our people to give their best, broaden their skills and manage their career path. This job profile isn't intended to be an exhaustive list of your duties, rather it gives you an outline of what your role will involve. It will be for you to work with your colleagues to develop and shape your work in line with our strategic objectives and the objectives of your team.

## Knowledge and Learning Officer

### *Our officers*

As an officer at the Fund, whatever your specialism, you'll have plenty of scope for autonomy and responsibility. You'll use your judgement and knowledge to make recommendations and decisions, and your skills in understanding the needs of different customers, providing advice and feedback will come to the fore. **You won't need much supervision or oversight from your senior colleagues taking personal leadership of your own work and your own development.** You will take pride in your work and positively influence and engage with our customers and stakeholders both internally and externally.

### *Your role*

In this particular role, you'll create and share knowledge and learning from the Fund's work and the work that we support on the ground.

Capturing evidence of impact, policy and practice from internal and external sources will be vital in this role. You'll spend time facilitating organisational and **individual learning**, leading activity in themes of particular interest and/or supporting and enabling local teams to do this well in their areas. You'll set a high priority on gathering intelligence to inform policy and practice, including learning from other organisations, scanning the environment for information on what others are doing, identifying transferable learning, and maintaining **internal networks across the four countries.**

It is likely you'd focus on a particular theme in our grant making. You'll undertake activity to learn from and continuously improve The National Lottery Community Fund's grant making and your work will enhance the reach and impact of the funding. Across the year you'll give advice to colleagues and decision makers on how funding can achieve greatest impact, using your analysis of patterns of past grant-making, learning about effective practice and knowledge of the wider policy context.

Your work will lead to more people being aware of and using the learning from the Fund's work. You'll use a variety of communication tools to create and share learning, writing engagingly and concisely with respect for audience, presenting findings verbally to a range of audiences, promoting learning through networks, including online. Identifying a personal cohort of relevant internal and external stakeholders and engaging with them, developing and

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maintaining relationships and encouraging collaboration, will lead to you being seen as a valued informer and influencer.

Finally you'll have the opportunity to scope and specify small contracts such as for external research, evaluation or specialist support, and undertake day to day liaison with contractors. Maintaining up to date knowledge of social issues, public policy and the third sector will help you deliver effectively.

Of course, you'll also need to work within the Fund's policies and procedures and the necessary legislation, and in a way that is in line with our vision and principles. If the role is based in Wales, or supports customers or colleagues in Wales, an understanding of Welsh language legislation and the Welsh Language Standards of the Fund is required.

The above is relevant for all roles, but depending upon your background and experience you will work in one of the following areas:

## Data

You'll access and analyse the broad range of data held by the Fund, and help other people in the organisation understand it so that their work can be informed by it. Your work will lead to our data being better managed, more used and more influential on our decisions and actions. Your approach will enable you to provide a suite of standard and bespoke reports / dashboards to Committees, senior directorate staff, managers and any other relevant decision makers (such as local panels) highlighting the reach and impact of the Fund's grant-making. You will have the opportunity to undertake short research projects on a range of topics and issues, utilising data and your knowledge of our grant making and the wider policy context.

## Networks

You'll facilitate others to learn through holding events and supporting networks, create products that make that learning accessible, and engage proactively to share learning widely. You'll manage small projects and programmes of events to achieve this aim. Translating knowledge from one context to another, using internal and external networks, and the full range of communication tools (including social media) will be your overall focus. You'll set a high priority on gathering intelligence to inform policy and practice, including learning from other organisations, environment scanning, identifying transferable learning, and maintaining internal networks. You'll do this by creating knowledge and learning products, which will involve writing engagingly and concisely with respect for audience, utilising tools (such as Canva) to create engaging products, working closely with colleagues to identify the strongest learning products and opportunities.

## *Your experience*

As an officer, you may have been promoted through our internal career paths having demonstrated your skills and leadership abilities or alternatively you may come from an external field. Whatever your speciality, you will need an understanding of and curiosity about

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our work. Beyond that you'll need to demonstrate your experience and qualifications in these areas:

## Data

- Skilled at research, analysis and consultation skills, with an ability to apply criteria and principles
- Ability to use new and evolving data analysis technologies and visualization tools
- Understanding of quantitative and qualitative research methods and data analysis practice
- Ability to write and speak about complex ideas, information and impact in an engaging and simple way
- Knowledge of the context for the third sector, the funding landscape and public policy and the people and organisations who are influential in this
- Desirable to have worked in a similar role / similar tasks before (analysis, writing, sharing, developing policy).

## Networks

- Group facilitation - experience of helping others work and learn together, ability to hold discussions where a range of people share and discuss ideas
- Simple research, analysis and consultation skills, with an ability to apply criteria and principles
- Ability to write and speak about complex ideas, information and impact in an engaging and simple way
- Knowledge of the context for the third sector, the funding landscape and public policy (or with a passion to bring your skills and knowledge into this area)
- Experience of working in a similar role / similar tasks before (facilitation, analysis, writing, sharing, engaging).

## *In Northern Ireland*

- *Understanding of our equality duty and an ability to engage, analyse and report to a variety of stakeholders*

## **You will be able to**

### **LEADERSHIP & MANAGEMENT**

- Be engaged and enthusiastic in working towards shared goals, and encourage others to do the same
- Be committed to the Fund's vision and principles, and encourage others to do the same
- Take ownership of your own personal development by identifying your strengths and areas for development, using available resources to support this.
- Be a supportive team player who shows interest in others, and develops a range of contacts outside own team to help get the job done

### **BUILDING GREAT RELATIONSHIPS**

- Network internally and externally, putting yourself in the position of customers and acting on the things that matter to people
- Communicate in a honest and engaging manner, with the ability to Influence and negotiate using good arguments and a range of strategies to convince others

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- Listen actively, and respond to others in an informed way, recognising the contribution and value of diverse viewpoints

## PERSONAL RESPONSIBILITY

- Continually seek and act on feedback to evaluate and improve your own performance
- Remain calm under pressure and handle multiple and competing priorities, supporting others when needed
- Take ownership and be accountable for your own work, and encourage colleagues to do the same

## DELIVERY

- Identify opportunities to share learning, knowledge and information, and make improvements by working with colleagues
- Actively use the systems and data at your disposal to complete your own work effectively and improve the work of your team
- Actively seek out and analyse available information, using it to inform your judgement and complete your work effectively
- Be responsive to emerging issues and trends which impact on your work, the work of your team, or the Fund
- Understand the requirements of good governance and provide solutions to risks and issues

## *Our mindset*

- I am passionate about the potential of making excellent grants
- I am committed to effective networking across and beyond the Fund
- I value the diversity and aspirations of communities and colleagues recognising the need to provide equality of opportunity
- I am curious and actively seek new ways of doing things
- I will listen, learn, provide and encourage feedback and challenge
- I am responsible and accountable for the work that I do
- I work flexibly and collaboratively to meet the needs of others
- I apply knowledge and experience to share my learning
- I want to make the Fund a great place to work

<b>Your job family is</b>	Operational Delivery	<b>Your directorate is</b>	Northern Ireland/ Scotland/Wales
<b>Your mode of working is</b>	Office based	<b>Your role template is</b>	Officer