



DIGITAL LEARNING OFFICER

INFORMATION PACK



GWASANAETHAU
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DIGITAL LEARNING OFFICER



ARE YOU...

Interested in developing people's digital skills?

An enthusiastic and positive person?

Want to work in a fun team that likes to try new things?

Can deal with different people?

With good communication skills?

Can be creative?

Flexible and able to adapt to different situations?

If you answer "YES" to some of the points above this may be the job for you!

WHAT DOES A DIGITAL LEARNING OFFICER DO?

Perhaps you haven't considered working in the digital learning field before and want to understand more about the role in general before venturing any further. Here are three broad descriptions:

1. A Digital Learning Officer supports staff in developing their digital skills
2. A Digital Learning Officer provides administrative support and facilitates arrangements for all plans relating to digital learning for Council staff
3. A Digital Learning Officer provides support and guidance to staff to improve their confidence and ability when using digital systems



This is an opportunity for you to work in a job that can make a difference to people's lives. It is an opportunity for you to work on schemes that open doors for individuals to develop and improve themselves.



This is an opportunity for you to work with experts in the field of digital learning every day. You will also have the opportunity to complete qualifications, attend training and take advantage of any other opportunities available to develop yourself.



This is a key position within the team. Our work is an essential part of one of the Council's priorities which is to develop our staff, which ensures that we have the best possible workforce to provide the best possible service.



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INTRODUCTION

Gwynedd Council works hard every day to ensure that our staff have access to effective learning provision so that they can develop themselves and to provide the best service to the people of Gwynedd.

The field of digital learning is one that grows daily, and the opportunities to be innovative and to try new things are endless in this field.

The Institution's Learning and Development Service leads on digital learning plans to ensure that our workforce has the access, skills and desire to take full advantage of this type of learning.

The field includes looking into new methods, such as using AI, hybrid training, developing digital platforms and using all kinds of media and software to ensure the best experience for our staff.

This is a great opportunity for you to join a team that is breaking new ground in the field of digital learning in the public sector, that really makes a difference and offers the highest quality learning opportunities for people to develop themselves.

If you have thought you would like a new challenge or have considered a secondment, but more than anything are passionate about developing people to be the best they could be, this opportunity is perfect for you.

I look forward to reading your application.



Alun Lloyd Williams

Line Manager

Talent Leader, Cyngor Gwynedd

THE JOB

YOU WILL:

- Support the Digital Learning Co-ordinator to identify, assess and evaluate the digital learning needs of staff across the Council and design appropriate learning materials and resources to meet those needs.
- Support the Council's staff to develop their digital skills so that they can carry out their duties effectively.
- Support managers and team leaders in creating suitable development plans.
- Collaborate with the Digital Learning Coordinator to work with external organizations and companies that provide digital learning to tailor suitable programs for staff.
- Develop and deliver training across sites across the County tailored to specific groups of staff (e.g. front line staff).
- Provide support and guidance to staff to improve their confidence and ability when using digital systems e.g. the e-learning Portal, Policy Centre, Staff Development Module, the Intranet etc

INFORMATION:

- The salary is on the **S2** scale which starts at **£31,537**
- The contract will be **for 2 years**
- We welcome secondments
- You get **27.5 holiday days** over a year
- You will also get an additional **8 bank holiday days**

OVERVIEW OF THE COUNCIL



When you think about what Gwynedd Council does, what is the first thing that comes to your mind: collecting taxes, collecting rubbish or perhaps running libraries? If one of these answers comes to your mind first, you are absolutely right, but you might not be aware of the range of services and other functions that local government carries out every day. Gwynedd Council provides a wide variety of services across our County including educating our children, looking after our people, cleaning our streets, looking after our well-being and promoting our local businesses to succeed.



The main thing that enables us as a Council to do this is the staff who work here. The Council is full of people who have chosen to work here because they want to help the people of Gwynedd and make a difference to the communities and environment in which we live.



This position will be an opportunity for you to work across the Council's departments and support the services here.

Facts about Gwynedd Council



- The Council serves almost 120,000 people
- Over 6000 staff work in the Council
- The Council offers over 100 services to the people of Gwynedd and beyond every day



OVERVIEW OF THE DEPARTMENT

The Council is divided into 9 different Departments. If you are successful, you will work in the Corporate Services Department. Ian Jones is the Head of Department. These are the different services within the Department:

Learning and Development – Developing learning opportunities, qualifications, training for advisers and staff, changing behaviour, supporting culture.

Procurement – keeping the benefit local, category management, e-procurement.

Communication and Engagement – dealing with the press, internal communication, the Council's website, engagement, social media.

Customer Contact – Gwynedd Call contact centre, Gwynedd Shops, registration service.

Support Services – appointment administration, ordering goods, printing, paying bills, delivering mail.

Democracy and Language – Support for Members, administration of committees, scrutiny, Identity, language scheme, translation.

Health, Safety and Wellbeing – Health and safety, occupational health, moving and handling.

Research and Information – research, data analysis, information management, data protection, freedom of information.

Human Resources Advisers – working conditions, equal pay, advice on absences, discipline and complaints, recruiting people.

In addition to the day-to-day work, the Department leads on these innovative projects:

- Keeping the Benefit Local
- Women in Leadership
- Implement an Equality Scheme to ensure Fairness for All
- Welsh Place Names
- Promote the use of the Welsh language within the Council's services

OVERVIEW OF THE TEAM

You will be part of the Learning and Development Service. The Learning and Development Service is located within the Corporate Services Department. One part of the service's work is to lead on the work of ensuring that all members of staff have access to training opportunities, supporting the ongoing personal and professional development of all Council staff.

THE MAIN RESPONSIBILITY OF THE SERVICE IN TERMS OF TRAINING IS:

- Support and develop individuals and teams across all departments in the Council to fulfill their role to the best of their ability ability, in order to provide services of value to the people of Gwynedd
- Develop and foster a culture that enables staff and members to give their best for the people of Gwynedd
- Attract and develop an appropriate workforce for the future
- Contribute to developing plans that improve services for the benefit of residents and communities Gwynedd and local businesses

ROLES WITHIN THE SERVICE

Learning and Development Manager
Talent Lead
Digital Learning Coordinator
Business Officer
Project Lead
Senior Talent and Apprenticeship Officer
Marketing Officer
Corporate Safeguarding Officer
Learning and Development Language
Officer
Members Development Officer
Learning and Development Officer
Support Officer

DESCRIBE THE TEAM

Words that best describe the team

- Supportive
- Creative
- Ready for a challenge
- Adventurous
- Fun

BENEFITS

Not only do we offer a competitive salary and fantastic working conditions and terms, there are various other benefits, such as:

Pension scheme

We operate the Local Government Pension Scheme. Information about the fund is available on the Gwynedd Pension Fund website.

Special absences

You can get paid leave in special circumstances, for example, to move house, bereavement, medical appointments, undertake public duties.

Work-life balance

We offer a number of flexible working opportunities to help you strike a healthy balance between home and work life. You can take advantage of arrangements similar to the flexible working hours scheme (Flexi), maternity, paternity and adoption leave or additional unpaid leave for parents and carers and the opportunity to work flexibly if necessary.

Opportunities to learn and develop

We see high value in investing in our most important resource - our employees. You will have every opportunity to develop yourself by attending events and completing qualifications

You can also expect:

A formal Welcome Process and regular performance reviews
Various opportunities to learn and develop
Contribution towards membership of professional bodies

Also:

There are free parking facilities at most Council sites
You will receive free eye tests for officers who regularly use Visual Display Screens (VDU's). You will also get discounts with local and national businesses

TO CONCLUDE...

A WORD OF ADVICE

It is important that your application focuses on information relevant to the job, which is in the person details.

You should look carefully at the Personal Details to make sure that your application meets the **ESSENTIAL** requirements but also that you try to meet the **DESIRABLE** elements if you can.

Do some research into the Council and the plans.

Remember to ensure correct language, be concise, clear and to the point.

Use plenty of examples.

INTERVIEW

If you are successful in getting shortlisted, you will have an interview

The purpose of the interview will be to ensure that you have the opportunity to demonstrate your ability and interest in the field

The interview will include one task and some questions.

Don't worry, we'll present you with the questions in full before you start so you have time to think about your answers

NEXT STEPS

The deadline to apply will be at 10:00am on Wednesday 24th of June 2026.

The interviews will be held on Thursday the 9th of July 2026.

If successful, you can start the job immediately or after working your notice period.

GOOD LUCK