



Job Description

Job Title:	Academy Officer
Directorate/Team:	People and Culture
Location:	16 Summer Lane or other site/location
Responsible to:	Workforce Development Partner – Capabilities and Professions
Responsible for:	No direct line management responsibility
Key working relationships: (internal)	Cross directorate project – All teams
Key working relationships: (external)	Technology and Insight strategic partners, Learning providers, suppliers, professional bodies, partner organisations and other public sector organisations

Purpose of the Post

The Academy Officer will support the implementation, coordination and continuous improvement of the WMCA Academy. The role will help establish and maintain a high quality, accessible learning service that enables employees, managers and leaders to access development opportunities through clear learning pathways and self-service resources.

Working across People and Culture Services and the wider organisation, the postholder will coordinate Academy activity, monitor performance, support governance arrangements and contribute to service improvements. They will use data, digital tools and emerging technologies to enhance the learner experience, inform decision making and improve the effectiveness of workforce development provision.

Accountabilities

- Effective coordination and delivery of the WMCA Academy operating model, ensuring activity, processes and stakeholder input support agreed priorities.
- Maintaining an accessible, accurate and user-centred Academy service offer, including pathways, guidance and self-service resources.
- Providing reliable performance, impact and learner experience information to support decision-making, governance and continuous improvement.
- Supporting effective quality assurance, risk management, action tracking and reporting arrangements for Academy activity.
- Identifying and recommending service improvements, including opportunities to use digital tools, emerging technologies and evidence-based practice.
- Supporting the delivery of professional development pathways, capability frameworks and workforce development programmes in line with organisational priorities.

Responsibilities

Strategic

- Undertake horizon scanning to identify emerging technologies, AI and digital learning trends, making recommendations for future Academy development.

- Research and apply learning and workforce development best practice through engagement with external organisations, networks and professional bodies.
- Evaluate new tools, technologies and approaches, supporting pilots and recommendations for implementation.
- Contribute insight and evidence to support organisational capability development and workforce priorities.
- Work flexibly and with integrity to meet the needs of the WMCA and People and Culture Services.

People

- Build and maintain effective working relationships with employees, managers, senior leaders and People and Culture colleagues.
- Support employees and managers to access and navigate Academy services through clear guidance, communications and self-service resources.
- Work collaboratively with People Business Partners, Organisational Development and Change, Talent, Workforce Planning and Internal Communications teams to maximise Academy engagement, adoption and impact.
- Coordinate stakeholder activity and champion an aligned approach to capability development across the organisation.
- Promote a culture of continuous learning, professional development and knowledge sharing.
- Support user engagement, testing and feedback activities to continuously improve Academy services and learner experience.
- Contribute to the design and delivery of communication and engagement campaigns that increase awareness and utilisation of Academy services.
- Represent WMCA and People and Culture professionally, positively and in accordance with organisational values and behaviours.

Operational

- Support the implementation and continuous improvement of the WMCA Academy operating model.
- Coordinate Academy delivery plans, activities, risks, dependencies and reporting.
- Develop and maintain the Academy service offer, learning pathways and self-service resources.
- Ensure Academy content, systems and communications remain accurate, accessible and user focused.
- Align Academy services and pathways with organisational capability needs and workforce priorities.
- Evaluate and implement digital learning innovations, emerging technologies and AI-enabled solutions where appropriate.
- Monitor Academy performance, learner experience and organisational impact using agreed measures and reporting frameworks.
- Analyse data and feedback to inform decision-making and continuous improvement.
- Develop and maintain quality assurance processes, standards and improvement actions.
- Produce reports, insights and recommendations for managers, senior leaders and governance groups.
- Support governance arrangements through risk management, action tracking and performance monitoring.
- Coordinate engagement with internal stakeholders and external partners to support Academy delivery and adoption.
- Support Academy launches, communications and change activities to maximise awareness and utilisation.
- Maintain records, systems and reporting information in line with organisational requirements.
- Contribute to the ongoing development of the Academy by supporting cross-functional projects, sharing expertise and driving service excellence across learning and workforce development programmes.
- Maintain high professional standards, ensuring all Academy activities comply with organisational policies, governance requirements and relevant regulatory frameworks.

In the absence of the Workforce Development Partner – Capabilities and Professions, coordinate Academy activity, respond to stakeholder enquiries and escalate risks or issues to support continuity of delivery.

Financial

- Support the financial administration of Academy related spend including commissioned activity and external delivery arrangements.
- Monitor resource utilisation, identifying opportunities to maximise value for money.
- Contribute to procurement, supplier management and contract monitoring processes to support effective Academy delivery.
- Produce reports and insight that demonstrate the impact, quality and return on investment of Academy activity.
- Ensure Value for Money and follow the appropriate governance processes for dealing with any financial activities.

Other

- Maintain an up-to-date understanding of emerging learning technologies, workforce development trends, organisational development practices and industry best practice, translating insights into practical improvements across Academy services.
- Represent the WMCA in a professional manner.
- Undertake such tasks as may reasonably be expected commensurate with the scope and level of the role.

Person Specification

Candidates/post holders will be expected to demonstrate the following:	Essential / Desirable		How Evidenced?		
	E	D	A*	I*	T*
Experience					
Experience of coordinating projects, programmes or organisational initiatives	X		X	X	
Experience of developing, maintaining or administering learning and development services, systems or programmes	X		X	X	
Experience of producing reports, performance information and management data	X		X	X	
Experience of working collaboratively with a range of stakeholders across different functions	X		X	X	
Experience of supporting governance, meetings, action tracking and reporting processes		X	X	X	
Experience of evaluating services, programmes or learning interventions using feedback and performance data		X	X	X	
Skills / Knowledge					
Strong organisational and planning skills with the ability to manage multiple priorities	X		X	X	
Ability to collect, analyse and interpret data and present findings clearly	X		X	X	
Excellent written and verbal communication skills	X		X	X	
Ability to develop clear, user-friendly guidance, toolkits and support materials	X		X	X	
Strong stakeholder engagement and relationship management skills	X		X	X	
Ability to use digital systems and reporting tools to monitor activity and performance	X		X	X	
Understanding of quality assurance, continuous improvement and service evaluation approaches		X	X	X	

Knowledge of public sector workforce development and learning environments		X	X	X	
Qualification / Education / Training	E	D	A*	I*	T*
Educated to Level 4 or above in HR, Learning and Development or equivalent relevant professional experience	X		X		
Relevant professional qualification or working towards qualification (for example CIPD, Learning and Development, Project Management)		X	X		
Commitment to continuing professional development	X			X	

***Key:** A = Application, I = Interview, T = Testing/Assessment

Core Expectations	
Health, Safety & Wellbeing	All employees have a duty to take reasonable care for the health, safety, and wellbeing of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate with their employer so far as is necessary to enable it to successfully discharge its own responsibilities in relation to health, safety, and wellbeing.
Equality & Diversity	Promote and champion equality and diversity in all aspects of the role.
Learning & Development	Participate in and take responsibility of any learning and development required to carry out this role effectively.
Performance Management	Actively engage in the performance management process and take responsibility for managing performance outcomes.
GDPR	Ensure the reasonable and proportionate protection, processing, sharing, and storing of WMCA information in accordance with the relevant legislation, corporate policies, and in the best interests of the data subjects (Data Protection/GDPR), the WMCA, our partners, and the West Midlands, in all aspects of the role.
Adherence to Policies	Be aware of and comply with all organisation policies.
Matrix Working	Work in a matrix way when required by actively collaborating across traditional boundaries—such as directorates, functions, or geographic areas—to achieve shared goals. Depending on your role, you may contribute to multiple projects or workstreams, often working alongside different teams and leaders.
Business Continuity	All staff should actively participate in business continuity training and exercises when required, ensuring they understand and follow business continuity plans and procedures to maintain organisational resilience during disruptions.
Other	There may be a requirement to work outside normal office hours on occasion, including a requirement to work within stakeholder and partner offices within the WMCA constituent area on a regular basis.

Values	
Collaborative	We work as one organisation, building trust, connection and shared purpose across teams and partners to create the biggest impact for our region.
Inclusive	Every voice matters – we create belonging, fairness and psychological safety so everyone can thrive.
Innovative	We think future and act smarter – embracing curiosity, creativity and continuous improvement to shape the future.
Driven	Focused on impact – leading with clarity, care and courage to deliver meaningful results for the West Midlands.
Our culture is built on collective leadership, where everyone plays a part in shaping how we work and succeed together. Guided by our values, we create an environment where people feel valued, supported and able to contribute their best. Through behaviours grounded in clarity, care and courage, as set out in our Leadership Statement we are making the West Midlands Combined Authority the best place to work and belong.	

Additional Post Requirements							
Politically Restricted Post		Disclosure and Barring Service (DBS)				Vetting	
Yes ☐	No ☐	Basic ☐	Standard ☐	Enhanced ☐	None ☐	Yes ☐	No ☐

Job Evaluation Details			
Date Evaluation Agreed	JEP Reference	Grade	Job Family
Position Reference			