

JOB DESCRIPTION

TITLE: Luton Experience Project Lead (fixed term)

POST NO: PREF106486

DEPARTMENT: Population Wellbeing

DIVISION: Customer & Organisational Development

UNIT: People

TEAM: People Development

RESPONSIBLE TO: People Development Manager

GRADE: M1

PURPOSE OF POST:

Lead on the design, development, delivery and evaluation of an innovative immersive experience programme that enables all employees to better understand the vision, values, culture, and place of Luton Council. Engage the whole workforce with our Luton 2040 ambitions and journey, through interactive learning experiences hosted by trained facilitators from across the Council.

Collaborate with stakeholders, partner organisations and leaders to ensure the 'Luton Experience' meets quality standards, supports the achievement of strategic objectives and key results, and is managed in accordance with current legislation, council systems, policies and procedures.

ORGANISATION CHART:



PRINCIPAL RESPONSIBILITIES:

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- | | | |
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| 1 | Plan, design, deliver and evaluate a creative, immersive 'Luton Experience' programme for the whole workforce, facilitated through a visual and interactive learning environment. Use VR/AR, simulations and emerging technologies, as appropriate. Plan an experience programme schedule aligned with the opening of new learning facilities, in collaboration with colleagues in People Service; Communications; Digital Design & Technology; Facilities and Procurement teams. Co-design and deliver a skills-based programme to train facilitators from across the council to host 'Luton Experience' events. | 45 |
| 2 | Develop, implement and review comprehensive, sustainable project and communication plans, through a cross-functional project group, focus groups and consultation events. Provide progress updates to the People Strategy Board, resolving and escalating any issues promptly, if required. Enable our whole workforce, stakeholders and leaders to engage with the programme, acting at all times as a positive ambassador for the Council. | 20 |
| 3 | Use desk and social research techniques to source appropriate learning resources and apply current adult learning methodology for the programme. | 10 |
| 4 | Engage with procurement, legal and financial services to ensure external suppliers, learning materials and resources are procured within available budget limits, and in accordance with procurement standards. | 10 |
| 5 | Evaluate and report on the quality and impact of the Luton Experience immersive learning programme. Review continuous improvement of services to all internal and external customers, in accordance with quality standards, safeguarding, health & safety and equalities legislation | 10 |
| 6 | Respond promptly to queries or complaints, offer constructive solutions where appropriate, and take prompt action to refer queries or complaints, if necessary, in accordance with the Council's customer and complaints procedures. | 5 |

DIMENSIONS:

Responsible for innovative high-profile council-wide programmes, stakeholder engagement, cross-council collaboration and evaluation reports

Supervisory Management: No direct supervisory responsibility but will be required to work with, train and support other colleagues involved in development, delivery, evaluation and review of the programme

Financial Resources: The post holder will be required to deliver all people development activities for which they are directly responsible, within identified budget limits, and in accordance with financial regulations

Physical Resources: Council or external training equipment, digital, VR/AR and online resources

Other: Council's workforce is approximately 2,900 full, part-time and casual employees, not including schools and academies

CONTEXT:

The People function delivers services through a Business Partner and Transactional team model, supported by specialist teams: People Development, Workforce Strategy and Design, and Talent Acquisition.

The People Development team delivers its service, by engaging and working in collaboration with senior leaders, managers and teams across the Council, all teams in the People function, and with strategic partnership organisations.

Ringfenced funding for this fixed term post has been secured for three financial years (2026-2029).

The postholder is expected to work with minimum day-to-day supervision or direction from senior posts in the People function and be able to make clear and unambiguous decisions on routine and complex issues.

All posts in the People function work within a robust legislative and inspection framework and comply with People policy and procedures whilst also finding creative solutions to problems that observe these boundaries. The postholder will need to handle and monitor highly sensitive information and ensure that integrity, trust and confidence is maintained with all customers.

The post holder is expected to understand and observe legal and governance obligations, and current guidance within which local authorities operate including:

- The requirements of Data Protection legislation
- Financial Regulations
- Codes of Practice
- Health and Safety requirements
- Government inspections
- Employment, equalities and safeguarding legislation

Physical Demands: The postholder may have to assist with setting up and use of physical and digital training equipment, e.g. interactive screens; laptops; VR/AR devices and material training resources, for which appropriate health & safety training will be provided.

Working Environment: Hybrid, office-based and online learning environments

Agile Working: The Council operates within an 'Agile Working' environment. Although not all jobs in the Council will be appropriate for Agile Working, for many posts, post holders may be required to work flexibly and in different ways to enable the Council to provide services more cost effectively. Post holders may therefore be required to work from different offices, work locations or from home.

Person Specification: Luton Experience Project Lead (fixed term)

This selection criteria gives an outline of the type of person and the characteristics required to do the job.

Essential (E): - without which candidate would be rejected

Desirable (D): - useful for choosing between two equally good candidates.

Please make sure, when completing your application form, you give clear examples of how you meet both essential and desirable criteria.

Attributes	Essential	How Measured	Desirable	How Measured
Experience	In-depth experience of designing and delivering learning interventions; stakeholder management; impact evaluation	1, 2	Some experience of working in a local authority or the public sector	1, 2
	Some experience of planning, implementing and evaluating behavioural change projects	1, 2		
Skills/Abilities	Able to effectively communicate using facilitation, influencing and listening skills	1, 2, 5		
	Able to build and maintain effective relationships with managers at all levels, stakeholders and partners	1, 2		
	Project management skills	1, 2		
	Able to design, deliver and evaluate learning solutions to a diverse range of individuals and groups, effectively handling complex and sensitive issues, challenging behaviours, and different learning styles	1, 2		
	Able to plan, organise and prioritise complex workloads to meet compelling deadlines and targets, and work collaboratively with internal and external colleagues and teams	1, 2		
	Able to make considered and informed decisions, using an evidence-based approach to manage risks	1, 2		

Equality Issues	In-depth knowledge of equality issues and legislation, able to provide services to a diverse workforce, and maintain a personal commitment to equal opportunities, inclusiveness and fairness	1, 2		
	Able to identify when discrimination is taking place in service delivery or in the workplace and take appropriate action	1, 2		
Specialist Knowledge	In-depth knowledge of adult learning methodology	1, 2	Some knowledge of immersive learning and using VR/AR learning methods	
	Some knowledge of organisational culture change, stakeholder and employee engagement	1, 2		
Education and Training	Degree or equivalent qualification in L&D/OD, Immersive experience design or digital learning	1, 2, 4		1, 2, 4
Other Requirements	Able to attend meetings and undertake work at various locations around the borough and outside normal office hours on occasion	1, 2		
	Evidence of continuing professional development	1, 2		

(1 = Application Form 2 = Interview 3 = Test 4 = Proof of Qualification 5 = Practical Exercise)

We will consider any reasonable adjustments under the terms of the Equalities Act (2010) to enable an applicant with a disability (as defined under the Act) to meet the requirements of the post.

The Jobholder will ensure that Luton Borough Council's policies are reflected in all aspects of their work, particularly those relating to:

(i) Equal Opportunities

(ii) Health and Safety

(iii) Data Protection Act (2018) & General Data Protection Regulation (2021)