

GFIE- 511- Learning Planning Officer- Sheffield

Closing Date: 25 October 2026

This role at The Department for Work and Pensions (DWP) is available to people who served in the Armed Forces, **OR** be in your resettlement period and due to leave the Armed Forces within a reasonable time frame **OR Military Spouse/Partner:** Your current partner must still be serving **OR** was discharged within the last 12 months.

We want you to join us, learn new skills and bring your experience to our organisation. We believe that everyone has the potential to make a difference, and we want to ensure that all our staff are equipped with the knowledge and skills to do so. As part of your employment, you will have access to a range of learning and development, and a buddy who can help you to understand the Civil Service and enable you to make the most of the opportunities it offers.

Who we are:

The Department for Work and Pensions (DWP) is responsible for welfare, pensions and child maintenance policy. We are the UK's biggest public service department and administer the State Pension and a range of working age, disability and ill health benefits to around 20 million claimants and customers.

See link to find out what it's like to work for DWP

[DWP Hub | Civil Service Careers](#)

Organisation	The Department for Work and Pensions (DWP)
Job Title	Learning Design and Delivery - Learning Planner Officer
Job Grade	Executive Officer (EO)
Positions available	2
Salary	£32,317
Location	Sheffield Sheffield Kings Court * please note these roles will initially be based at King's Court and then move to 1 West Bar by early 2028 Hybrid Working 60% attendance in office – Occasional travel to meetings Hybrid working will not commence until any training and consolidation period has been successfully completed.
Contract Length	18 months
Hours	Flexible Working Monday – Friday - Flexible working, Full-time (37hr), Job share, Part-time
About the job	

Background to the Role: The Planner Role is pivotal to Learning Delivery, ensuring learning requests are dealt with promptly, identifying suitable Learning Delivery Officer (LDO) resources, ensuring they are given suitably time to prepare and deliver the learning and have all the relevant information they need to successfully deliver the learning. Planners also work closely with a range of stakeholders, including those from Learning Delivery, Design and Recruitment.

Job Description/ Key Tasks:

- Successfully plan all technical learning across DWP ensuring suitably skilled LDO's are available to deliver at the point of need.
- Manage the DWP Operation Learning Event Request inbox, identifying all requests for your Teams lead area and ensuring they are promptly moved to your Team inbox.
- Progress All Learning Requests for your Team lead area promptly.
- Assign LEG number, Set-up folders, build on TimeTabler, Allocate learning in line with guidance.
- Work closely with key stakeholders to resolve issues raised relating to technical learning.
- Build good working relationships with a wide range of people including working closely with the rest of the Planning Community.

Essential Experience Required:

- Working knowledge of Microsoft applications including Outlook and Excel

Further information:

A Day in the Life of a Planner

Hello, I work as an EO planner in the Planning & Performance Team which is part of the Learning Design and Delivery Team within People, Capability and Place Group.

My role is to plan all technical learning from the Directorates across DWP. This includes learning for Universal Credit, Legacy Benefits such as Employment & Support Allowance, Child Maintenance, Debt Management, Pensions, Personal Independence Payment and many more. This does not include the Civil Service Learning (CSL) developmental opportunities.

In the last 12 months, DWP has continued to undertake recruitment across all Directorates as well large-scale work-moves around the Department to meet the current customer demand. This has meant our role has been extremely busy and we continue to operate and plan as one national planning team rather than individual geographical teams ensuring that learning can be delivered at short notice and at pace.

Building on the successes of delivery via MS Teams, we have continued to deliver virtually (24 delegates) and are also now re-introducing face to face (12 delegates) in a classroom environment where viable. Our LDO resource has also increased substantially to meet the demand and our small team of 7 Higher Executive Officers (HEO), 22 Executive Officers (EO) and 12 Administrative Officers (AOs) currently manage the diaries of approximately 600 LDOs.

Each learning request is given a unique identifier and is usually turned around for a response to the requestor within 24 hours if the learning material is already available. To be a planner, I need patience to understand the learning needs of our requestors, I need great problem

solving skills to move around the LDO resource to meet the needs of all Service Delivery colleagues as the picture changes (basically it's like doing jigsaws without the aid of the picture on the box), I need to think creatively to develop solutions to meet requestor demands and I need resilience to cheerfully undo the planning I did yesterday, to meet a new request or re-impact new dates for the learning today. We work closely with Design colleagues to make sure the products being requested are ready for delivery. We also ensure Design provides LDOs with required support ahead of delivery where materials are new or not yet published, e.g., links to materials and handovers. We also have regular contact with those requesting the learning to ensure the correct delegates attend planned events and the data on those being trained is captured for reporting purposes. Most importantly we work closely with our LDO colleagues to make sure they have all the information they need to make the event a success.	
Application Details	To apply we will need: • A completed Expression of Interest form -The Personal Statement should be aligned to and demonstrate how you meet the skills and experience set out in the essential criteria, detailed in the job description. • A copy of your CV This should be sent via e-mail to GFIE@cabinetoffice.gov.uk
Requirements and Timeline	Informal interviews with candidates are expected to take place in October/November and it is hoped that successful candidates start in following successful security checks.