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Learning and Development Manager

Candidate

**information**

**Job Description**

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| **Post Title: Learning and Development Manager** | **Ref: JD219** |
| **Summary of the Role:**  The Learning and Development Manager reports to the People Director, and leads the development, implementation and monitoring of the L&D strategy, supporting business leaders and managers to ensure sufficient people skills and capability to deliver our business plan.  Responsible for building 2gether’s L&D expertise with a wide range of development and training opportunities that support career and personal development, establishing a compelling narrative that encourages employees to develop to be the best they can be.  Working with external training providers, and EKHUFT and local colleges, to support the provision of training relevant for all service lines and functional areas. The role will be the central lead for learning and development across 2gether and will be responsible for learning support to employees at all levels.  An important early piece of work will be to conduct a strategic review of 2gether’s L&D service delivery, reviewing current programs/ initiatives from the central HR function and the site based operating teams. Applying specialist knowledge and experience, work with key stakeholders to develop a plan for the next stage of L&D maturity to deliver more consistent training provision, improved quality, and better designed to support the delivery of our business objectives (e.g. through the development of a training academy/ centre).  Training delivery includes all company and local inductions, legal and mandatory training required for each role, and most critically service excellence. A key focus is placed on apprenticeship opportunities to maximise our use of the levy.  Produce monthly reports on training delivery and compliance for each service area, and work with business areas to address gaps and develop rectification plans. | **Reports to:**  People Director |
| **Base / Location:**  Kent and Canterbury with some home working possible. Requirement to travel to all sites, as necessary. |
| **Key Responsibilities** | **Working Relationships & Contacts** |
| Develop a corporate learning and development strategy, to include:   * manager and supervisor / team leader training based on competency models developed and agreed in the service areas * personal development offering for our employees including mental health first aid training, resilience training and numeracy / literacy and language (where required) * funding to support external training courses for professional development and H&S * Apprenticeships * Inductions, compliance and mandatory training with a particular focus on Facilities areas supporting our front-line employees * Any other training and/ learning interventions required to support the business strategy   Key responsibilities   * Line management responsibility for one L&D Administrator, with additional reports subject to the outcome of the L&D strategic review * The role will be a central point of contact for learning and development in 2gether and will be responsible for providing learning support to employees at all levels * Develop a plan to deliver the key priorities for training as agreed with the People director and Head of people using tools such as job analysis, gap analysis, appraisal schemes and regular consultation with stakeholders * Develop and facilitate engaging L&D interventions in multiple formats, using specialist knowledge and experience of different methodologies, and based on both the organisation and the individual employee needs * Ensuring learning needs matrix is kept up to date and contains a range of learning opportunities to support career growth and development within the organisation * Leverage use of HR systems (e.g. ESR) to deliver and monitor mandatory training, specialist role training/ learning, and update/ add new training modules for 2gether staff, developing a comprehensive central database of learning material/ completion data * Responsible for the of learning material, new and refreshed, that is version controlled and periodically updated * Manage the L&D budget * Analyse complex L&D needs data and make proposals for interventions, including management and leadership development programmes * Present L&D data and summary documents for various forums, including in order to inform and/or influence senior leaders’ decision-making e.g. Management Board, People team, Partnership Forum * Evaluate training and development programmes by monitoring and reviewing the progress of trainees through questionnaires and discussions with managers * Lead on key projects as required as part of the People workplan * Undertake research and development across all business areas to keep up-to-date with latest good practice in L&D practice, for example, blended learning solutions * Manage the corporate induction programme (Welcome Day) and local induction content for the business and provide advice and support to successful delivery in service areas * Propose and develop the annual L&D strategy, L&D policy updates, and L&D service changes consistent with 2gether’s People Strategy and business plan * Work with the Head of People to ensure the effective allocation of apprenticeship levy funding and to develop a clear apprenticeship strategy and plan * Lead special L&D projects and initiatives, as required, for all business areas (e.g. Team Leader development, graduate programme/ development, career planning, etc.) * Any other duties commensurate with the grade and role. | * Managers and staff * Leadership team * External suppliers * Local government and NHS bodies * Press and Media * Suppliers of goods and services * Group company HR leads * Relevant professional bodies * Local colleges and education providers |

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| **Person Specification:**  **Please state Essential (E) or Desirable (D)** | | |
| **Knowledge & Skills:**  Demonstrable experience of:   * designing and facilitating a variety of L&D programmes to a diverse organisation (E) * developing and delivering e-learning, online learning and virtual training (D)   Excellent people management skills (E)  Analytical and goal oriented (E)  Financial, commercial, and people skills to support the improvement of business performance. (D)  Strong customer service ethos with evidence of the ability to deliver great service for all customers. (E)  An understanding of   * all elements of the training cycle (E) * how individuals learn and develop (E)   Excellent people leadership skills, with evidence of the ability to engage and motivate people at all levels. (E)  Excellent interpersonal and communication skills enabling effective working relationship and stakeholder management (E) | **Experience**  Designing and implementing L&D strategy (E)  Experience of developing and embedding people-focused strategies to deliver commercial and other business objectives. (E)  Substantial experience in advising and coaching managers on leadership and management (E)  Ability to design, facilitate and evaluate L&D interventions in both workshop and online formats (E)  Good organisation and problem-solving skills (E)  Ability to influence and negotiate, adapting personal style to meet different situations and stakeholders(E)  Demonstrable experience of collaborative working with key stakeholders within and external to the organisation (E)  Experience of design and delivery of interventions that impact individuals, teams, and/or processes (E)  Line management experience (E) | **Qualifications**  CIPD level 5 or working towards, or equivalent qualification/ experience (E)  Degree or equivalent experience (E)  Evidence of continuous professional development (E) |

**Job Role: Essential Health and Safety information**

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| **Does the post involve ?** |  | **Y** | **N** |
| **Confined Spaces?** | A “confined space” means any enclosed place, such as may need to be accessed by Estates staff for maintenance such as loft spaces, plant rooms or flues. |  | X |
| **Driving?** | This means driving a Trust Vehicle, Passenger Carrying Vehicle or transporting patients in own vehicle for work purposes. It does not include commuting or driving between places of work |  | X |
| **Exposure to Substances Hazardous to Health?** | This is where risk assessments have identified known health hazards. For example designated latex glove user, formalin, PMMA use. |  | X |
| **Hand Arm Vibration Exposure?** | This includes hand held tools such as drills, saws and other power equipment. This is likely to include employees working in the Plaster Room, Mortuary, Estates and Orthopaedic Surgery. |  | X |
| **Hand Washing?** | This means washing hands 20 plus times per working day. |  | X |
| **Lone Working?** | This means employees who work by themselves without close or direct supervision. Lone working may be found in a wide range of situations, such as home or community visits, working alone outside normal hours, working in remote or confined areas (such as plant rooms). |  | X |
| **Manual Handling?** | This means all job roles where there are specific manual handling / patient handling requirements. |  | X |
| **Night working?** | This means regular work at least 3 hours during the agreed ‘night period’ (usually includes 11pm to 6am). |  | X |
| **Noise exposure?** | This is where risk assessments have identified noise levels under the Noise at Work Regulations 2005, and is likely to include areas where ear protection is needed or workers regularly have to shout to communicate due to background noise. |  | X |
| **Work at heights?** | A place is ‘at height’ if a person could be injured falling from it. This includes working on ladders, up scaffold or any other apparatus. It may also apply to staff who regularly have to stand on kick-stools or steps for significant periods of time to retrieve items/ notes from high shelving. |  | X |