

JOB DESCRIPTION		
Job Title	Learning and Development Manager	
Peace Salary Band	Band E	
Hours	22.5 hours per week (0.6 fte)	
Department:	Resources	
Managed by:	Director of Resources	
Number of staff managed	<i>Direct reports:</i> None	<i>Managed through others:</i> Training Coordinator
Budget responsibility	Some	
Other information helpful to understand size/scope of job:	Main focus on non-clinical staff (60 staff) and Volunteers (500), however opportunity for supporting other staff.	

### Job Summary

Making the most of people's talents and developing them to their full potential by assessing the skills and knowledge within the organisation and determining what training is needed to grow and retain these skills.

There needs to be a strong focus on not just what the learner desires but what the organisation needs. This will entail assessing training needs, crafting learning interventions utilising both internal and external resources.

- Partner with senior managers across the Hospice to offer information, advice and guidance on all learning and development matters **15%**
- Identify learning and development needs across the Hospice, and develop appropriate and high quality L&D interventions to meet requirements **40%**
- Ensure compliance across mandatory training areas **15%**
- Ensure the smooth running of the L&D function and contribute to the development of a culture of learning and continuous improvement throughout the Hospice. **15%**
- Partner with senior managers and HR to ensure all volunteering L&D needs are met **15%**

The percentages above are indicative and may change with organisational and departmental needs. This job specification may be modified in the light of development and changing circumstances, according to the needs of the service, and in consultation with the post holder. The post holder should be prepared to undertake any further duties that arise as the post develops.

## **KEY RELATIONSHIPS:-**

Director of Resources, Training Co-ordinator, HR Business Managers, Executive Team, Quality & Audit Manager, Practice Development Nurse Volunteers, staff, external training providers and Hospice Networks.

**KEY TASKS:** - Some tasks may be delegated but the post holder remains responsible for ensuring that they are carried out satisfactorily.

### **Strategic Management**

Analyse key people data to identify training and development needs within the organisation through job analysis, appraisal schemes and regular consultation with managers and Human Resources Business Managers (HRBMs). Decipher wants from needs and identify skills gaps and future learning requirements.

### **Training & Development**

Design, deliver and evaluate specific training programmes including but not exclusively to:

- Meet the governance requirements for agreed mandatory training for staff and volunteers across the organisation.
- Include a comprehensive induction programme for staff and volunteers.
- Support managers in providing technical training
- Be able to identify individual learning styles and develop creative approaches to meet those needs.
- Consider relevance of blended learning options such as coaching, mentoring, on-the-job training, classroom training, e-learning and simulation. Make recommendations to decision makers.

To lead on the provision of mandatory training within the Hospice to staff and volunteers to include supporting the mandatory eLearning programme for all staff and volunteers.

Design and expand training and development programmes based on the needs of the organisation and the individual.

- keep up to date with developments in training by reading relevant journals, going to meetings and attending relevant courses
- have an understanding of e-learning techniques, and where relevant, be involved in the creation and/or delivery of e-learning packages

Research new technologies and methodologies in workplace learning and present this research.

Help line managers and trainers solve specific training problems and to transfer learning into practice.

### **Financial and/or Quality Management**

Consider the costs of planned programmes and keep within budgets. Assess the return on investment of any training or development programme.

Source or create learning materials/resources to enable internal PHC staff to deliver education and training in their areas of expertise.

Identify and ensure quality of external providers, providing feedback for ongoing improvement to PHC and to the training provider.

Working with the fundraising department, the Director of Resources and other individuals to pursue funding opportunities/resources for clinical, non-clinical and volunteering training initiatives/education, submitting bids or providing supporting information for bids.

To ensure that confidentiality is maintained so that no inappropriate disclosure of confidential information takes place.

### **Monitoring & Reporting**

Ensure all education and training is evaluated by the attendees. In conjunction with Training Coordinator, evaluate the effectiveness of training and ensure any follow up action is taken as a result.

Monitor and review the progress of trainees through questionnaires and discussions with managers.

### **HR Management**

Support the management and development of the Training Coordinator (0.4 fte).

### **Personal/Continuous Professional Development**

Ensure own personal development needs are identified and met and keeping abreast of trends in the training and development field. Any professional registrations are maintained independently.

### **General**

Peace Hospice is committed to Equal Opportunities for all present and potential members of staff and patients. Therefore Peace Hospice expects all employees and volunteers to understand, support, and apply this policy through their working practices, which requires all individuals to be treated with respect, dignity, courtesy, fairness and consideration.

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<b>Signed (Employer)</b>		<b>Signed (Employee)</b>	
<b>Date</b>		<b>Date</b>	

## PERSON SPECIFICATION - LEARNING & DEVELOPMENT MANAGER

Each element of the specification should be assessed as follows:

A = Application Form; I = Interview; T= Test, R= References;

<b>QUALIFICATIONS</b> <i>Appropriate professional, educational requirements</i>	<b>ESSENTIAL/ DESIRABLE</b>	<b>ASSESSED</b>
CIPD Certificate Level 5 in Learning and Development, or other training qualification.	D	A

<b>EXPERIENCE</b> <i>Appropriate experience in order to carry out the role</i>	<b>ESSENTIAL/ DESIRABLE</b>	<b>ASSESSED</b>
Demonstrable experience in a Learning & Development/Training role.	E	
End to end management of the learning cycle - identify, design, deliver and evaluate using appropriate evaluation methods	E	A/I
Experience of delivery statutory and mandatory training topics	E	I
Ensuring events are planned and co-ordinated to ensure full attendance at learning events	E	A/I

<b>SKILLS AND KNOWLEDGE</b> <i>Specific post related skills and abilities</i>	<b>ESSENTIAL/ DESIRABLE</b>	<b>ASSESSED</b>
Excellent organisational ability and ability to multi-task	E	A/I/R
Excellent analytical and reporting skills	E	A/T
Ability to create education and training programmes to meet individual learning styles and engage learners	E	A/I
Excellent verbal and written communication skills	E	A/I
Previous experience of managing learning & development initiatives	D	A/I
Experience in an Care Setting/Charity or retail organisation	D	A
Ability to manage and prioritise workload and meet deadlines	E	A/ I
Adept at influencing others, problem solving and offering pragmatic solutions	E	A/I
Experience of designing, implementing and evaluating a variety of training solutions	D	A/I/R
Experience of evaluating training for ROI and impact	E	A/I/R
Intermediate ability in MS office packages including word, excel and power point	E	A/T

<b>PERSONAL QUALITIES</b>	<b>ESSENTIAL/ DESIRABLE</b>	<b>ASSESSED</b>
Able to communicate with all levels of internal and external customers	E	A/I/R
Demonstrates a “will do attitude” to work situations	E	I
Able to work alone/able to organise and prioritise own workload	E	A/I
Makes learning interesting and relevant by innovative and creative	E	I

approaches		
Able to maintain all learners' confidentiality as appropriate and know when to escalate concerns to Director of Resources	E	I

<b><i>ATTITUDES AND VALUES</i></b>	<b><i>ESSENTIAL/ DESIRABLE</i></b>	<b><i>ASSESSED</i></b>
Applicants will be required to be flexible about the days and times they work in order to accommodate training courses	E	A/I
Supportive of the values and aims of the Hospice	E	A/I