

CSC Learning Adviser



Working better together
for our residents

> Central Services > Human Resources

What's it all about

You will lead the design, delivery and continuous improvement of training that enables contact centre colleagues to provide a consistently excellent, inclusive and customer-focussed service for our residents. You'll partner with the CSC Trainer, operations leaders and the corporate learning team to identify learning needs, commission or design solutions, and ensure training outcomes translate into real-world performance on the floor.

How you'll make a difference

You'll drive a proactive, best-practice learning offer within the contact centre so colleagues can handle queries accurately, empathetically and efficiently, always considering resident outcomes. You'll ensure training is accessible and engaging for our diverse workforce and supports regulatory compliance and organisational values

How you'll do it

- Stakeholder partnering: Act as the learning adviser to the Contact Centre leadership and SMEs; challenge and clarify learning outcomes; align designs to agreed corporate learning principles and values
- Learning needs and planning: Lead contact-centre learning needs analysis across new hires, role changes, career paths, campaign launches and urgent policy/procedure updates; translate findings into a rolling curriculum and sprint plans that support current and future business problems and priorities and ensure regulatory compliance.
- Programme design & delivery: Design, iterate and deliver blended programmes (classroom, live online, eLearning, microlearning, briefings, simulations) covering induction, systems / technical training (e.g. telephony, CRM, knowledge base, housing, repairs), customer experience skills (active listening, empathy, de-escalation), compliance, writing quality, and safeguarding.
- In-the-moment coaching: Provide floor-walking, side-by-side coaching, call listening and targeted briefings based on quality assurance findings (including call monitoring, feedback, trend analysis and compliance) or operational updates and priorities.

- Readiness and briefings: Lead on creating contact centre readiness for up-coming initiatives (seasonal campaigns, policy changes, system releases), and urgent updates by preparing quick guides, job aids, micro-learning, running briefings and knowledge checks; liaising and sharing with the corporate learning team for consistency.
- Quality and evaluation: Partner with managers to calibrate standards; track learning outcomes and operational metrics (average call time, first-time resolution, customer satisfaction, escalations) to evidence impact and identify improvements.
- Supplier and budget support: Where external content is needed, source / commission and manage suppliers to deliver cost-effective solutions.
- Future focus: work with the corporate learning team to develop learning pathways within the contact centre and other NHG roles.
- Values and accessibility: Embed our values and the importance of considering resident impact regardless of whether staff are in a resident-facing or resident-supporting role throughout the learning offer.
- Collaboration: Engage in the corporate learning needs analysis and the development, implementation and evaluation of learning strategies across NHG.

All about you

Behaviours for success

Our values below set out what we stand for:

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. Please [refer to the framework](#). This role is at **colleague** level.

Essential knowledge, experience and skills

- Substantial experience in a high-volume contact centre training role, designing and delivering blended learning that improves operational metrics and customer outcomes.



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- Proven expertise in learning needs analysis and evaluation; strong data skills to diagnose trends and recommend solutions.
- Excellent communication, listening and influencing skills; confident facilitating mixed-experience cohorts and coaching on the floor.
- Strong knowledge of contact centre systems (e.g., CRM/telephony/knowledge tools) and operational practices (quality assurance, compliance and adherence).
- CIPD (Level 5) or coaching qualification, or equivalent.
- Desirable: Experience commissioning/sourcing external learning content and managing suppliers.
- Desirable: Experience using/administering an LMS and producing compliance training reports.