

Talent and learning officer

> Central Services > Human Resources

What's it all about

Provide proactive and efficient talent, learning and development support, administration and advice to ensure an inclusive, efficient and customer focussed learning service across NHG. This includes leading and supporting on a range of duties and initiatives.

How you'll make a difference

Improve our resident experiences of our services by ensuring staff have access to learning and development resources, courses and other opportunities, so that they can be effective in their roles and always consider resident outcomes.

The learning and development agenda will reflect modern thinking and best practice and you will play a key role in its implementation and availability. We want to promote a culture of inclusivity and to proactively celebrate and showcase the intersectional diversity of our organisation - you will ensure that all learning and development initiatives support this aim.

How you'll do it

- Be a subject matter expert for the learning management system, administering and managing all processes and sections of the system. Identify and implement improvements and upgrades and act as a demanding client with the provider.
- Own and lead on the maintenance of the corporate calendar of learning and development events, including trainer and room bookings, adverts and assessment panels, data input, resource preparation, catering, organising celebrations etc. Ensure scheduling is developed at least six months in advance.
- Lead on the co-ordination and administration of a range of learning and development activities, including live online, in-person, digital (eLearning) and longer opportunities such as leadership or technical development programmes.
- Support with identifying learning needs and commissioning, designing, sourcing, developing and improving a portfolio of learning and development initiatives that support current and future business problems and priorities and ensure regulatory compliance.

- Ensure timely and accurate reporting is available and analyse data, feedback and research to monitor compliance, identify trends and issues and make recommendations for lasting improvements.
- Engage in the learning needs analysis and the development, implementation and evaluation of learning strategies across NHG.
- Support SMEs and managers to ensure learning initiatives have clear outcomes, take account of NHG's agreed learning principles and are accessible and engaging for our diverse workforce.
- Support with managing appointed suppliers.
- 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.

All about you

Behaviours for success

Our values below set out what we stand for:

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work. 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

- Experience working in an L&D team in an environment obsessed with positive customer outcomes.
- Good experience using and/or administering a learning management system.
- Excellent communication, listening and influencing skills.
- Good data analysis and report writing skills including recommending solutions.
- Desirable - experience of identifying, designing, commissioning and improving a range of learning initiatives and resources, including digital, live online and in person.
- Desirable - CIPD qualified (Level 5) or equivalent qualification or experience.