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What's it all about

You will provide advice, guidance, coaching, quality checking and challenge to ensure that learning designed is high-quality, inclusive and customer focussed. You will be responsible for identifying a wide range of learning needs, for planning, organising, and overseeing a variety of learning initiatives to ensure that all of our staff provide an excellent service and always consider resident outcomes.

How you'll make a difference

You will provide a proactive corporate learning service, in line with our corporate strategies and values. Our learning initiatives will be designed to ensure that our staff provide residents with services appropriate to their needs. You will ensure this by providing advice, guidance, challenge, continually evaluating, developing, and organising initiatives that will upskill, support and continually develop our colleagues at all levels.

The learning agenda will reflect modern thinking and best practice and you will play a key role in its implementation. 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 initiatives support this aim.

How you'll do it

- Commission, design, source, develop and improve access to a portfolio of learning and development initiatives that support current and future business problems and priorities. While ensuring that the initiatives are accessible and engaging for our diverse workforce and ensure regulatory compliance.
- 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.
- Challenge subject matter experts and managers to clarify designed learning outcomes and ensure that they are met, considering NHG's agreed learning principles.
- Engage as a key contributor into learning needs analysis and the development, implementation and evaluation of the medium- and long- term learning strategies across NHG. Ensure that the outputs of these drive the various skills and competence needed.
- Manage and assist in the appointment of suppliers.

- Research and recommend innovative learning approaches that will drive cost effectiveness and deliver resident outcomes.
- 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.
- Provide learning insight and advice to various work streams and projects, ensuring the wider HR team are involved and informed of these on a regular basis.
- Act as a subject matter expert for the learning management system, managing various processes and sections, identify and implement improvements and upgrades and act as a demanding client with the provider.

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

- Comprehensive experience working in an L&D team in an environment obsessed with positive customer outcomes.
- Good experience of identifying, designing, commissioning and improving a range of learning initiatives and resources, including digital, resources, live online and in person.
- Experience conducting large- and medium-scale learning needs analysis.
- 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.
- CIPD qualified (Level 5) or equivalent qualification or experience.