

Head of Learning & Development

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What's it all about

As a senior leader reporting to the People Development Director, you will shape and deliver an effective learning service that enables NHG to perform at its best for residents.

How you'll make a difference

The role ensures that all colleagues are inducted effectively and able to perform quickly in their roles, while driving compliance, competence and capability development across NHG. It is accountable for ensuring the organisation meets all regulatory requirements, including the competence and conduct standard, and for building a comprehensive skills and behavioural learning offer that supports performance, culture and resident-focused outcomes. In doing so, this role plays a critical part in positioning NHG as an employer of choice and ensuring the successful delivery of our People Strategy.

How you'll do it

You will work collaboratively with the people directorate leadership team and directors and other senior colleagues throughout NHG, ensuring alignment between people and business priorities.

Your work will include, but is not limited to, the provision of:

Leadership and delivery

- Lead the development and delivery of a forward-looking skills and capability learning offer that aligns to our vision and strategic plans whilst supporting our values and behaviours
- Lead a team of c. 13 colleagues (incl. 3 direct reports), coaching and strong people leadership
- Manage the Learning & Development budget and ensure all learning investments provide value for money
- Strengthen organisational capability to deliver the TOM and "Residents First", ensuring learning supports consistent service standards and behaviours

- Act as a key adviser on areas such as compliance training to meet legislative requirements, the competence and conduct standard and upskilling colleagues to deliver a positive performance culture
- Support the People Development Director with scoping and planning all learning and development activities, working closely with colleagues in HR partnering and business engagement
- Use workforce data and insights for decision-making, ensuring a data-led approach to prioritising capability needs

Induction and new starter experience

- Lead the development and delivery of a forward-looking induction and new role learning offer that aligns to our performance culture, values and behaviours
- Oversee a programme of corporate induction for colleagues and managers, ensuring a consistent and high-quality experience
- Set the standards and framework for role-based induction pathways, ensuring Delivery Managers and L&D Partners design and deliver high-quality, role-specific onboarding
- Embed a programme of capability development to support probation periods and ensure colleagues can perform quickly and confidently

Learning and capability development

- Act as the business owner for NHG's Learning Management System (LMS), ensuring it supports capability, compliance and behavioural development in line with NHG's People Strategy
- Oversee the delivery of statutory, mandatory and compliance learning, ensuring that Delivery Managers maintain audit readiness and consistent standards across NHG

- Provide leadership for the identification of learning needs, ensuring L&D Partners and Delivery Managers diagnose capability gaps and design high-quality skills, technical and behavioural learning solutions
- Oversee the development of capability frameworks, ensuring the Learning Design & Systems Manager leads development and that frameworks underpin performance, competence and career pathways

Competence, conduct and professional qualifications

- Oversee NHG's approach to meeting the requirements of the competence and conduct standard, ensuring frameworks are developed, learning interventions are delivered, and compliance is monitored by the Learning Design & Systems Manager and Delivery Managers
- Provide advice and guidance on professional qualifications, ensuring colleagues have access to appropriate development pathways
- Procure and manage learning suppliers, ensuring they deliver effective services and value for money

All about you

Essential knowledge, experience and skills including qualifications and professional membership

- Proven experience in a senior learning and development role, ideally within a complex organisation
- Demonstrable experience of influencing senior leaders and a track record of leading teams to design and deliver learning interventions that deliver real benefits
- Good understanding of statutory learning requirements and experience of delivering programmes to ensure compliance

Skills & Attributes

- Strategic thinker with hands-on delivery capability. Confident, resilient and able to work at pace
- Strong leadership and people management skills, with a drive for continuous improvement
- Strong relationship-building skills and professional presence with senior stakeholders
- Data-driven decision-maker with commercial acumen.
- Committed to equality, diversity and inclusion and wellbeing
- Evidence of exceptional written and oral communication skills

Qualifications

- CIPD Chartered Member or equivalent experience/qualification
- Accreditation in, or strong understanding of, psychometric and behavioural assessment tools is an advantage