

Learning Partnering & Delivery Manager



Working better together
for our residents

> People Directorate > People Development

What's it all about

As part of the People Development team, you will lead the Learning Partnering & Delivery team, ensuring colleagues across NHG receive high-quality learning that builds capability, strengthens performance and supports NHG's values.

Reporting to the Head of Learning & Development, you will oversee the planning and delivery of skills, behavioural and compliance learning, and partner with leaders, HRBPs, L&D Partners and delivery specialists to ensure learning activity meets organisational needs and supports consistent, high-quality services for residents.

How you'll make a difference

You will strengthen NHG's capability and colleague experience by leading the delivery of high-quality learning that supports performance, compliance and culture. Working closely with leaders, HRBPs, L&D Partners and delivery specialists, you'll ensure colleagues are equipped with the skills, knowledge and behaviours they need to perform confidently and consistently.

How you'll do it

You'll work collaboratively with leaders, HRBPs, L&D Partners and colleagues across NHG to deliver consistent, high-quality learning that meets organisational needs.

You'll provide day-to-day leadership for a team of around 6 colleagues, ensuring clear priorities, high-quality delivery and a supportive, values-aligned team culture. This will include overseeing the delivery of skills, behavioural and compliance learning, and ensuring solutions are scalable, sustainable and designed for repeatable, high-quality delivery across the organisation.

You'll help leaders apply performance expectations that focus not only on what colleagues deliver but also how they deliver it, embedding NHG's values consistently within all learning experiences. You'll work closely with the Design & Systems team to ensure learning is planned and delivered in a consistent, efficient, scalable and sustainable way, while improving colleague experience. You'll use insights, talent data and workforce metrics to plan activity,

prioritise capability needs and help leaders make confident, evidence-based decisions about learning. You'll also collaborate across People Development to ensure learning delivery aligns with organisational priorities and contributes to a consistent, values-led colleague experience.

Partnering & Delivery

- Lead the Learning Partnering & Delivery team to plan, schedule and deliver high-quality skills, behavioural and compliance learning across NHG, ensuring consistent standards and colleague experience
- Partner with HRBPs, leaders and L&D Partners to understand capability needs, aligning learning delivery to directorate priorities and service standards
- Ensure learning delivery is consistent, scalable and sustainable, enabling repeatable high-quality sessions and reducing duplication across the organisation
- Oversee the planning and coordination of delivery activity, ensuring effective resource allocation across the team and proactive scheduling to meet organisational demand
- Support the implementation of statutory, mandatory and compliance learning, ensuring delivery quality, audit readiness and alignment with NHG's competence and conduct standards
- Work collaboratively with the Design & Systems team to ensure learning content and delivery are aligned, efficient and enhance colleague experience

Capability, Facilitation & Skills Development

- Deliver a range of skills, behavioural and performance-focused learning sessions, ensuring engaging, high-quality colleague experiences
- Build facilitation capability across the Partnering & Delivery team, supporting consistent delivery standards and best practice
- Ensure learning delivery supports NHG's values, embedding expected behaviours into all sessions and interactions
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- Work with Talent & Performance Partners to understand insights from talent reviews and succession planning, using this information to target capability gaps and prioritise development needs.
- Work with leaders, HRBPs and L&D Partners to identify capability gaps and plan targeted interventions that strengthen service and performance
- Use feedback, evaluation and insights to improve facilitation quality, strengthen learning outcomes and drive continuous improvement

All about you

Essential knowledge, experience and skills including qualifications and professional membership

- Experience leading learning delivery or capability-building activity within a complex organisation
- Strong understanding of skills, behavioural and compliance learning, including statutory and mandatory requirements
- Experience partnering with leaders, HRBPs, L&D Partners and delivery teams to diagnose needs and deliver effective learning
- Ability to use data, insight and evaluation to inform planning, prioritise capability gaps and improve learning outcomes

Skills & Attributes

- Strong people-leadership skills with the ability to coach, develop and motivate a delivery team
- Confident facilitator able to deliver engaging sessions and model best-practice learning delivery
- Highly organised, proactive and able to balance priorities in a fast-paced environment
- Passionate and personally committed to values, inclusion and a positive colleague experience

Qualifications

- Relevant experience in learning, capability development, HR or organisational development.
- CIPD or equivalent experience is desirable but not essential (or willingness to work towards one)