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What's it all about

As part of the People Development team, you will work with leaders, HRBPs and Talent & Performance Partners to understand capability gaps and translate these into clear learning needs.

Reporting to the Learning Partnering & Delivery Manager, you will deliver and facilitate high-quality skills, behavioural and compliance learning that supports NHG's values and strengthens performance. This role blends partnering and consulting (around 50%) with delivery (around 40%), ensuring you work strategically with the business while delivering impactful learning. You will brief the Design & Systems team on learning requirements and ensure colleagues receive the learning they need to perform confidently, consistently and in line with NHG's service standards.

How you'll make a difference

You will help strengthen NHG's capability by working in partnership with leaders, HRBPs and Talent & Performance Partners to identify skills, behavioural and capability gaps across the organisation. By translating these insights into clear learning needs and delivering high-quality learning sessions, you will ensure colleagues have the knowledge, skills and confidence to perform well and deliver consistent, resident-focused outcomes. You will also play an important role in supporting NHG's statutory, mandatory and compliance requirements by delivering learning that helps colleagues meet expected standards under NHG's competence and conduct framework. Through this work, you will support a values-aligned performance culture, improve colleague experience and ensure learning activity contributes directly to service and organisational priorities.

How you'll do it

You'll work with leaders, HRBPs, Talent & Performance Partners and colleagues across NHG to ensure learning is targeted and aligned to organisational priorities. Your role combines partnering and consultation to understand capability needs with the delivery of skills, behavioural and compliance learning. You'll translate business needs into clear learning

requirements for the Design & Systems team, use feedback and insight to drive improvement, and help ensure learning is delivered consistently, efficiently and sustainably. You'll also work closely with your Partnering & Delivery colleagues to maintain high delivery standards and ensure a positive colleague learning experience.

Partnering & Consultation (50%)

- Work closely with HRBPs, Talent & Performance Partners and leaders to understand capability, skills and behavioural gaps across NHG and identify priority learning needs
- Translate business requirements into clear, structured learning briefs for the Design & Systems team, ensuring needs are well-defined and aligned to organisational priorities
- Provide learning expertise and guidance to leaders, supporting them to choose the right interventions and embed learning effectively within their teams
- Build strong, trust-based relationships across directorates and the HRBPs, acting as the first point of contact for learning needs and capability-related conversations.
- Support directorate people plans by aligning learning delivery to performance, culture, service and development priorities

Delivery & Facilitation (40%)

- Deliver engaging, high-quality skills, behavioural and compliance learning sessions that support colleagues to perform confidently and consistently
- Facilitate group learning, workshops and coaching-style interventions, ensuring learning is accessible, practical and aligned to NHG's values
- Adapt delivery approaches to meet the needs of different audiences, roles and directorates while maintaining consistent standards and colleague experience.
- Prepare learning materials, resources and session plans to support effective facilitation, in alignment with content developed by the Design & Systems team

- Provide subject-matter support during sessions, helping colleagues link learning to performance, behaviours and day-to-day application.
- Support proactive scheduling and planning of delivery activity with the Learning Partnering & Delivery Manager to ensure capacity meets organisational demand

Capability, Insights & Continuous Improvement

- Use feedback, evaluation data and colleague insights to improve the quality and impact of learning delivery, ensuring sessions meet organisational needs
- Work with Talent & Performance Partners to understand insights from talent reviews and succession planning, using this information to target capability gaps and prioritise future learning activity
- Analyse learning outcomes, behavioural themes and performance data to identify emerging capability needs across directorates.
- Support leaders to embed learning in day-to-day practice, helping colleagues translate learning into improved service, behaviours and performance
- Collaborate with the Learning Partnering & Delivery Manager to continually refine delivery approaches, ensuring they remain scalable, sustainable and high-quality
- Provide support or cover for NHG's corporate induction when required, acting as an understudy to the Orientation & Induction Manager to maintain a consistent new-starter experience

Compliance and Standards

- Deliver statutory, mandatory and compliance learning to ensure colleagues meet NHG's competence and conduct standards
- Maintain high delivery standards by ensuring all compliance learning is accurate, up-to-date and aligned to NHG policy and regulatory requirements
- Support audit readiness by following agreed processes for attendance tracking, completion recording and escalation of non-compliance

- Reinforce NHG's values and EDI expectations through all learning delivery, ensuring compliance activity contributes to a fair, respectful and inclusive colleague experience
- Work with the Learning Partnering & Delivery Manager to identify and act on trends in compliance learning uptake, gaps or emerging risks

All about you

Essential knowledge, experience and skills including qualifications and professional membership

- Experience delivering learning or capability-building activity, ideally within a complex organisation.
- Strong understanding of skills, behavioural and compliance learning, including statutory and mandatory requirements. [Learning P...ry Manager | Word]
- Experience partnering with leaders, HRBPs and T&P Partners to identify capability gaps and define learning needs. [Learning P...ry Manager | Word]
- Ability to use learning insights, feedback and performance data to inform planning and strengthen learning

Skills & Attributes

- Confident facilitator able to deliver engaging, practical and inclusive learning experiences.
- Strong relationship-builder with the ability to influence and collaborate across directorates.
- Organised, proactive and able to balance partnering and delivery priorities in a fast-paced environment.
- Personally committed to NHG's values, inclusion and positive colleague experience

Qualifications

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