Learning Manager

Central Services

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| **Overview** |
| **Role Purpose** | We are seeking to improve our resident experience of our services through rapid change and reset across the organisation. Our approach to learning is central to this change and we must improve how we support staff to be effective in their roles and to always consider resident outcomes. Our emerging people strategy includes the following priorities which are key for this role:* Customer service is always our first priority as we recruit, induct, develop and manage our people
* Strong employee buy in to our purpose and customer service
* A culture that drives high performing teams and individuals
* Capable and skilled managers, at all levels, managing in line with our values and priorities
* High standards with effective and consistent performance management
* Honest performance conversations with regular feedback and learning
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| **Responsible for** | Being the organisational expert on training and learning strategies, systems and initiatives, ensuring an inclusive, efficient and customer focussed service across NHG.Developing, managing and improving the learning offer for the organisation - including mandatory and statutory training, induction, learning management system (CSOD), role-specific and technical training, management and leadership development. Management of all learning related data and analysis, external parties and contracts and the corporate learning budget.  |
| **Reports to** | Assistant HR Director |
| **Line management** | Learning Advisers, Talent and Learning Officer  |
| **Tier**  | Tier 6 |
| **Expectation Level** | Operations Manager |
| **Role relationships**  |
| **Internal** | HR team, Procurement team, subject matter experts, staff networks, committees and leadership groups  |
| **External** | External suppliers, working groups and forums, specialist consultants, system suppliers  |

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| **Manager criteria**  |
| **Staff reports**  | Total:2Direct: 3 (Learning Advisers x2, Talent and Learning Officer)Indirect: 2 (Talent Adviser, Management Development Lead)  |
| **Budget size**  | Circa £380,000 pa |
| **Specific designated, regulatory compliance requirements**  | All mandatory and statutory training  |

| **Role accountabilities** |
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| **Training and Learning** * Support the transformation of the business by ensuring that NHG activates, inducts and continually develops our staff and managers and our pipeline of talent in line with our priorities and values.
* Ensure the learning offering allows staff to be inducted to be effective in their roles as quickly as possible. 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.
* Lead on the development, management and improvement of all learning courses, programmes, resources and initiatives, maintaining a portfolio that supports current and future business priorities, is accessible and engaging for our diverse workforce and ensures regulatory compliance.
* Lead on learning needs analysis and the development, implementation and evaluation of the medium- and long- term learning strategies across NHG.
* Proactively consult with and seek feedback from the business to ensure that the strategies and services of the team deliver a high quality, customer focused service. Implement and evaluate changes made for continuous improvement purposes.
* Lead on commissioning, procuring, managing and evaluating external supplier provision. Identify opportunities to drive up quality, leverage training spend and deliver fit for purpose learning solutions.
* Manage the corporate learning budget and authorise expenditure for areas of responsibility.
* Proactively engage with the business on their local induction needs; provide expert advice and support for these to be high quality programmes that offer staff a thorough and motivating introduction their role and our values and priorities.
* Provide expert learning and training advice to various work streams and projects, ensuring the wider HR team are involved and informed of these on a regular basis.

**Team management** * Lead, manage and coach your team to deliver consistently high quality and agile services across your and the team’s work plans and priorities.
* Ensure your team are appropriately skilled and knowledgeable, provide day to day support and identify opportunities for individual development.
* Embed high standards within the team, with effective and consistent day to day performance management and honest conversations with regular feedback. Engage with and manage performance improvement processes where appropriate.
* Lead, mentor and coach the wider HR team and management colleagues within the business in order to get the best out of NHG’s staff.

**Data and systems*** Ensure accuracy and validity of all learning and training data, including attendance and completion records, role based training information and qualifications
* Analyse, monitor and manage learning and training data, reporting regularly to the HR colleagues, senior management, leadership groups and auditors. Identify trends and issues and offer future strategies and recommendations for improvement.
* Act as the subject matter expert for the learning management system (CSOD), collaborating with HR digital specialists to manage, integrate and continuously improve the system.
* Support effective change by empowering HR and business colleagues to embrace new ways of working with our systems and data.

**HR management team** * Undertake project work and research for the department as required.
* Liaise with colleagues and project team members ensuring that the impact on other areas of NHG of an issue/project is fully understood and planned for.
* Contribute to the development and implementation of the HR Delivery plan and other related plans and priorities; represent HR and Training at internal and external meetings, cover for HR management colleagues and be accountable for reviewing/developing relevant policies.

**General*** Ensure you follow the financial regulations, policies and procedures at NHG.
* Ensure that all diversity and inclusion implications are considered in the development policies, processes and strategies and in personal conduct across NHG
* Ensure that you undertake any corporate responsibilities as required, including leading investigations and hearings in formal processes across the business.
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| The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required. |

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

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| **Personal Specification**  |
| **Experience (executive)**  |
| **Essential**  | **Desirable**  |
| * Comprehensive experience of the day to day management, development and improvement of a team of staff
* Experience managing and improving external contracts
* Experience working in an environment obsessed with positive customer outcomes
 | * Experience working in the housing sector
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| **Professional expertise (know how & experience)***’* |
| **Essential**  | **Desirable**  |
| * Comprehensive experience of identifying, designing, commissioning and improving a range of learning interventions
* Experience of developing and implementing organisational wide learning strategies and programmes
 | * Experience of implementing or improving learning management systems
* Experience of facilitating training courses or workshops
* Experience of delivering coaching to managers and leaders
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| **Skills**  |
| **Essential**  | **Desirable**  |
| * Staff and contractor management and performance improvement
* Exceptional communication, listening and influencing skills with a range of staff, customers and senior leaders
* Large- and medium- scale learning needs analysis
* Strong data and information analysis skills
* Excellent IT skills including MS Office, Power BI, HR information systems and Learning management systems
 | * Administering and managing CornerStone On Demand (CSOD) learning management system
* Management / involvement in organisational-wide improvement and change projects
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| **Qualifications and/or professional membership**  |
| **Essential**  | **Desirable**  |
| * CIPD qualified (Level 5) or equivalent qualification or experience
 | * CIPD qualified (Level 7) or equivalent qualification or experience
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| **NHG Expectations**  |
| NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.This role is an Operations Manager expectation level and therefore you should refer to the Operations Manager expectation profile in addition to this role profile. The full NHG expectations framework is available on our external job site page and intranet, Milo. |

You’ll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.