

**ROLE PROFILE**

**JOB TITLE: LEARNING & DEVELOPMENT OFFICER**

**LOCATION: Based at HEAD OFFICE, GLASGOW**

**(Some requirement to travel to various locations)**

**CONTRACT TYPE: PERMANENT**

**REPORTING TO: HR MANAGER**

**HOURS PER WEEK: 35**

**SALARY SCALE: £31,049 - £32,683 per annum**

**PURPOSE OF THE JOB**

The post holder will be responsible for developing and delivering learning and development activities in line with the overall strategy and development of the Association as set out in its business plan. The post holder will be expected to develop and promote a culture of learning across the organisation to allow staff to develop and grow relevant skills.

**OUR VALUES**

Our values are at the core of everything we do. They influence our strategy, our vision and the behaviours that we expect of our staff. They are:

* Being people focused
* Integrity
* Quality
* Going the extra mile.

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| **MAIN DUTIES AND RESPONSIBILITIES** |
| 1. | To collate training and development needs across the Association through a variety of methods in order to develop a strategy; |
| 2. | To develop learning and development activities that align learning and development for individuals and teams with the mission, values and business strategy, utilising both internal and external providers; |
| 3. | To deliver training directly in relation to a range of subjects including lone working, managing relationships, protection of vulnerable adults and challenging behaviour; |
| 4. | To play a key role in developing a coaching culture within the organisation, including training managers to have honest conversations with their staff about their strengths, limitations, development needs and career inspirations; |
| 5. | To develop and support, using the train the trainer approach, a team of operational and other staff who can deliver key training programmes; |
| 6. | To develop an annual training plan covering compulsory training and training designed to meet skills gaps or new requirements; |
| 7. | To promote the annual training plan to all relevant managers in order that staff can be allocated to courses as and when required;  |
| 8. | To develop a learning and development evaluation framework that can demonstrate the outcomes of the training investment in staff teams for both staff and service users, and to monitor and report on the outcomes; |
| 9. | To contribute to the strategic planning and assist the HR Manager in developing activities associated with a suite of strategic activities such as talent management and performance management; |
| 10. | To promote the delivery of training and learning in a variety of formats, meeting learning styles, to ensure that training is understood, and to provide advice, support and guidance to assist managers to embed learning with the result that behaviour is changed in line with overall objectives and the Association’s values; |
| 11. | To work with senior staff and external stakeholders to identify, carry out research, develop or further develop relevant skills that could support the Association to build capacity or build new opportunities (e.g., models of service delivery); |
| 12. | To develop and coordinate effective induction programmes for new staff so that new they obtain the best possible introduction to the organisation; |
| 13. | To manage the arrangements to ensure that relevant staff undertake appropriate qualifications required for SSSC registration, including liaising and supporting staff to complete them within specified timeframes in conjunction with external SVQ providers; |
| 14. | Experience and management of e-learning platforms would be essential in carrying out this role; |
| 15. | To participate in any development or training activities as identified by the HR Manager; |
| 16. | To undertake any other reasonable duties as instructed by the HR Manager. |
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**PERSON SPECIFICATION DETAILS**

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| **Essential** | **Desirable** |
| **Qualifications/Education**Educated to degree levelAppropriate related professional qualification or equivalent experience | **Qualifications/Education** |
| **Knowledge**Detailed understanding around practice, procedures and policy in the area of working with vulnerable peopleUnderstanding of Scottish Social Services Council Codes of Practice and Care Inspectorate standardsKnowledge of charities and/or voluntary sectorSVQ qualifications frameworkOnline learning | **Knowledge** |
| **Experience**Proven track record in delivering training and in producing learning and development frameworks to meet strategic objectivesDemonstration of initiative in devising new methods/models of cascading learningBuilding of credible working relationships | **Experience**Training budget managementChange management |
| **Skills/Abilities**Excellent communications skillsAbility to train, guide and coach peopleAbility to work on own initiative and demonstrate autonomy in ways of workingExcellent organisational skills | **Skills/Abilities**Strategic thinkingInfluencing skills |
| **Personal Qualities**Committed to the values of the AssociationAdaptable to changeCommitment to equal opportunitiesCoaching styleCommitted to continuous development and improvementSensitive and diplomatic approach | **Personal Qualities** |

**TERMS AND CONDITIONS SUMMARY FOR CANDIDATES**

The following terms and conditions of employment are available with this post and are set out here for your information only. Terms and conditions may vary according to circumstances and this summary does not form part of any subsequent employment contract.

**Probationary period** 3 months with a review at 6 weeks.

**Annual leave** 30 days’ annual leave plus 10 public holidays per annum (pro rata for part time staff and those working less than a year)

**Pension** Contributory pension scheme. The Association contributes 3% of gross basic salary and the staff member contributes 5%.

**Life assurance** 3 times basic annual salary payable on death in service.

**Sick pay** Nil pay (other than statutory) for the first 3 months. It then increases to 5 weeks’ full pay and 5 weeks’ half pay between 3 months’ and 1 years’ service; 10 weeks’ full pay and 10 weeks’ half pay between 1 and 3 years’ service; and 26 weeks’ full pay for more than 3 years’ service.

**Employee assistance** Free access to a counselling helpline, as well as face-to-face/online counselling or cognitive behavioural therapy sessions.

Flexi-time is available with this post.