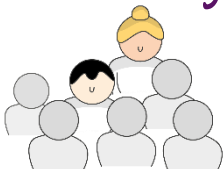


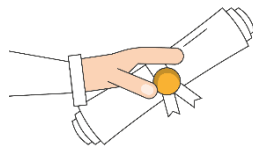
APPLICATION PACK

Learning Programme Manager

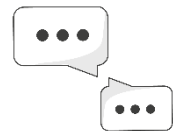
Recruiting



Training



Supporting



Improving outcomes for children and young people

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INTRODUCTION FROM THE NATIONAL CONVENER



Dear applicant

Thank you for expressing an interest in working with Children's Hearings Scotland.

As an organisation that works within the Children's Hearings System, we are passionate about making a positive contribution to improving the outcomes of Scotland's children and young people.

Our vision is of a Children's Hearings System where everyone works together, making sure that all children and young people are loved, cared for and protected and that their views are heard, respected and valued. In the coming year, we will be rolling out a range of projects that will see us transform the way we work helping us to achieve our vision – it is a truly exciting time to join Children's Hearings Scotland.

It is an enormous privilege to lead this organisation and we are committed to shaping a modern twenty-first century Children's Hearings System that meets the needs of Scotland's children and young people.

Good luck with your application.

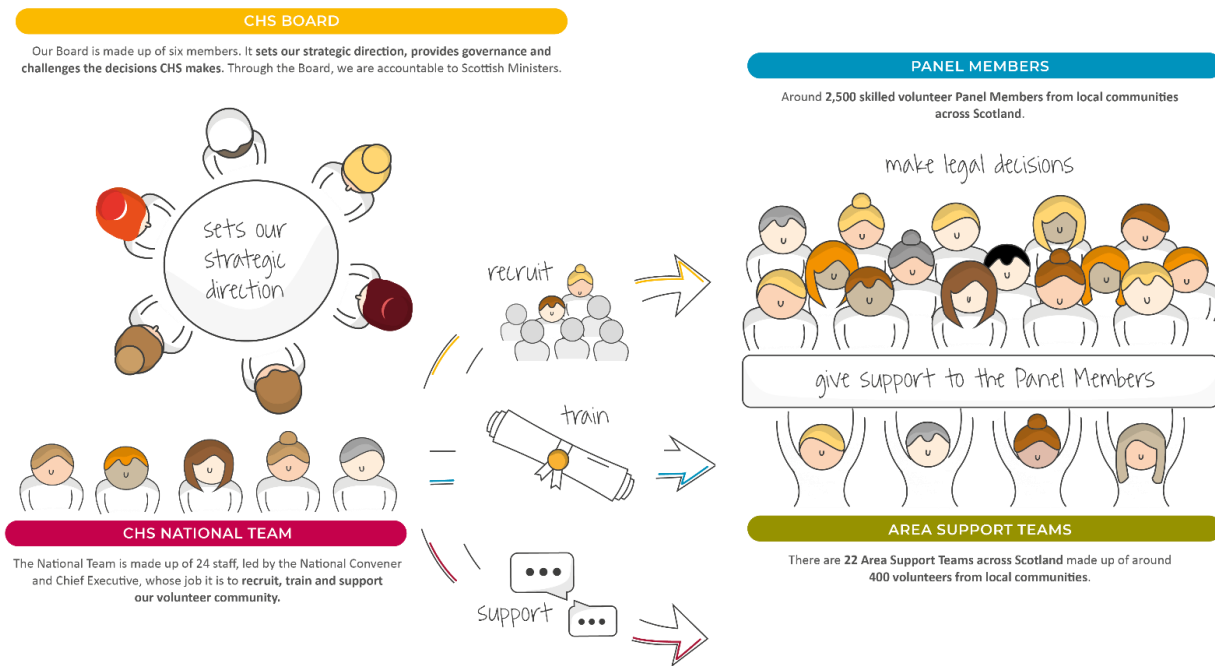
Elliot Jackson
National Convener/Chief Executive

ABOUT US



Children's Hearings Scotland recruits, trains and supports around 2,500 skilled volunteer Panel Members who sit on children's hearings and make decisions with and for vulnerable children and young people across Scotland.

Our organisation is also responsible for supporting a network of 22 volunteer led Area Support Teams. Our Area Support Teams are made up of around 400 people who support Panel Members at a local level.



OUR VISION



Our vision is of a Children's Hearings System where everyone works together, making sure that all children and young people are loved, cared for and protected and their views are heard, respected and valued.

OUR VALUES

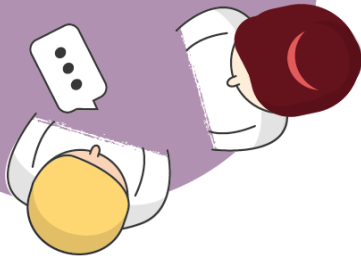


Our values sit alongside our vision and mission and are threaded throughout everything we do.



Child centred

Making sure everything we do is in the best interests of children and young people.



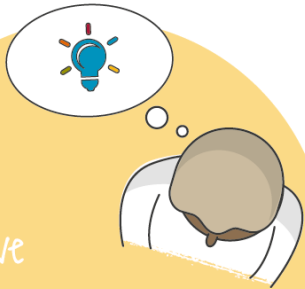
Challenging

Not being complacent, but questioning ourselves and others to help us improve.



Creative

Considering innovative and imaginative ways of approaching the issues we face in the work we do.



Fair

Making sure that everyone is treated with dignity and according to their individual needs; that our information and services are accessible to all; that we provide a consistent level of service to all.



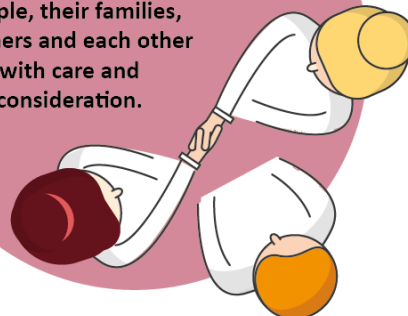
Open

Listening, responding to and learning from feedback; acting honestly; ensuring processes are transparent; sharing information and being accountable for our actions and decisions.



Respectful

Treating children, young people, their families, partners and each other with care and consideration.



COMPLETING YOUR APPLICATION



Thank you for your interest in joining our team at Children's Hearings Scotland (also known as CHS).

This application form has been designed to ensure compliance with legislation and best practice. The processing of all information will be in accordance with the requirements of the Data Protection Act 2018 and the General Data Protection Regulation (GDPR). The information you provide on your application form will only be used as part of the selection procedure and for any subsequent employment administration if your application is successful.

For further details on how your information will be handled please refer to our [privacy statement for job applicants](#). If any part of the form is unclear, please contact us via: jobs@chs.gov.scot

We are striving to be an equal opportunities employer with a diverse workforce which is representative of the population we serve. We are committed to embedding a culture of equality and diversity into our organisation and ensuring that all job applicants and employees are treated fairly, without discrimination because of age, disability, gender reassignment, marriage or civil partnership status, pregnancy and maternity, race, religion or belief, sex, sexual orientation or any other factor.

At the end of the application form you will find our Equal Opportunities Monitoring Survey which is intended to assist CHS in maintaining equal opportunities best practice and in identifying equality barriers for job applicants. We would be grateful if you would complete it.

Employees of CHS are required to adhere to a set of principals detailed in our Staff Code of Conduct. Key principles in this are that staff:

- Act in the best interests of CHS
- Are Honest
- Are Selfless
- Have Integrity and Respect.

Prior to employment, all applicants will undergo pre-employment background checks in line with the Scottish Government's Baseline Personnel Security Standards. We may contact previous employers, educational providers, fraud prevention bodies, local authorities and government agencies as part of this process. We may also use background screening companies.

Guidance on filling in the online application form

The form has been designed to help both the applicants and our resourcing team process applications quickly, efficiently, and on a variety of devices. This application can be accessed on any device.

The application sections are detailed below. We would advise you to read over them and have your information prepared on separate document you can cut and paste from (such as your CV and a covering letter) as once you start the application, you will not be able to save it and return to complete it at a later stage. CHS does not accept CV's, please ensure you include all relevant information on this form.

Section 1

- **Personal Information:** Please note that only your surname is required in full. Give only the initials of your first name(s).

Section 2

- **Education and Training:** This section asks about your education and job related training. Please give us enough details to assess your attainments in relation to the post for which you are applying. Continue on a separate sheet if necessary. We need a minimum 3 years' job related/education history.

Section 3 – 7

- **Work Experience:** This section asks about your work experience with a separate section for each relevant role. We have supplied space for your post recent post as well as four previous roles. Again, please give as much detail as you feel gives us an accurate picture, both about the type of work you are/were doing and the responsibilities you have/had. Please start with the most recent, supplying exact dates where possible.

Section 8

- **Supplementary Information:** Please detail any further experience or information relevant to the post for which you are applying, considering the information you have been given about the post, for example the job description, person specification etc. Try to ensure you are clear about how you meet the essential criteria listed.

Section 9

- **General Information:** You are asked to tell us if you are related to any member of CHS' staff or Board. This is to ensure compliance with CHS' *Code of Conduct Policy*. You are asked to tell us if you are currently eligible for employment in the UK. This is so that we can ensure compliance with the *Immigration Act 2014, Asylum and Immigration Act 1996* and *Immigration, Asylum and Nationality Act 2006* which requires organisations to ensure individuals, to whom they are offering employment, have permission to work in the UK – please visit: <https://www.gov.uk/check-uk-visa> if you are unsure of your status. If you are invited to interview you will be required to produce such evidence.
- CHS works with vulnerable persons under the age of 18 and we are required by The *Protection of Vulnerable Groups (Scotland) Act 2007* to ensure that all of the staff we employ are suitable to work with persons under 18 or with their data. CHS is also an exempted body for the purposes of the *Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975*. CHS is required to take into account, prior to offering employment, any information of any spent and unspent convictions that may be relevant to the post for which you are applying. No unconditional offer of employment will be made until a satisfactory *Protecting Vulnerable Groups (PVG)* clearance has been received.
- If you are the successful candidate for the post you will be asked to complete a pre-employment health questionnaire. This questionnaire will be screened by CHS' Occupational Health Provider, who may ask you to attend for consultation. Formal offers of employment will be made once CHS' Occupational Health Provider has assessed the individual as "Fit to work" and where appropriate any reasonable adjustments have been implemented.

Section 10

- **References:** We request three professional references. References will only be taken up if you are short listed. Please indicate if you do not wish your referee(s) to be contacted at this stage, however, please note that no unconditional offer of employment will be made until satisfactory references have been received.

Section 11

- **Declaration:** You are asked to declare the information you provided is true to the best of your knowledge. If you have any questions or concerns please contact us at jobs@chs.gov.scot

Section 12

- **Equality Monitoring:** The information in this survey will be used for monitoring purposes only. Your responses are voluntary but the more information you supply, the more effective our monitoring of responses will be.
- This information will only be viewed by the CHS Resourcing Team and will not be used to identify you. It will not be seen by anyone involved in interviewing or shortlisting and will be stored anonymously and securely in line with the principles of the Data Protection Act 2018 and GDPR. Monitoring will help to improve our recruitment processes and enable us to be as inclusive an employer as possible.
- **Please select the most applicable option in the questions and complete the open boxes where relevant.** We would be grateful if you would fill in this survey

APPLICATION FORM

<https://forms.office.com/e/G51Uk7Ln4G>

JOB DESCRIPTION



| | |
|----------------------------|---------------------------|
| Reports to: | National Learning Manager |
| Direct Reports | Learning Assistant |
| JD Last Updated | January 2024 |
| Role Last Evaluated | |

OVERVIEW OF ROLE

The Learning Programme Manager will lead on the delivery of the annual National Training Strategy and curriculum for Children's Hearings Scotland. Through excellent contract management and liaison with key stakeholders, the role holder will have responsibility for the end-to-end learning cycle for Tribunal Members and the wider Area Support Team (AST), from initiation to evaluation. A key focus of the role will be the provision of a learning offering that meets the development needs of the CHS community as well as delivering against statutory requirements and the strategic objectives of the organisation. With a focus on quality management and providing consistent, engaging and impactful learning programmes to a diverse group of volunteers, this is a vital role for the organisation.

MANAGEMENT ACCOUNTABILITIES

- Provide ongoing feedback, mentoring, advice and coaching to direct reports, supporting skills development, continuous improvement and increased competencies through an effective performance management framework

OPERATIONAL MANAGEMENT ACCOUNTABILITIES

- Working alongside the National Learning Manager with responsibility for the operationalisation of the National Learning Strategy, ensuring effective use of resources to deliver learning programmes of the highest quality and support the organisation's commitment to ongoing learning & development for Tribunal Members and the wider Area Support Teams (AST)
- Effective management of external supplier contractual obligations, including the delivery of robust quality assurance frameworks and evaluation processes to ensure relevant, effective, impactful, and consistent learning offerings and outcomes
- Implementation of regular and comprehensive learning needs analysis to deliver continuing improvements to the learning programme, liaising with the National Team to ensure practice and process requirements are met, responding to legislative change as required
- Partnering with the wider National Team and external partners to identify and implement opportunities for the inclusion of people with lived experience of the care system in the Learning Strategy

CORE ACTIVITIES

- Management of the end-to-end learning cycle, partnering with external suppliers to create, design, deliver, and evaluate high quality, impactful and engaging learning programmes that fulfil the learning strategy
- Work closely with service/learning provider/s to ensure performance and compliance against contractual obligations, to achieve delivery of high quality and appropriately planned learning and development programmes which conform to the National Curriculum and learning strategy
- Maintaining strong working relationships with external learning partners and internal/external SMEs to inform the development and design of relevant and impactful learning solutions
- Monitoring all L&D activity to ensure it is delivered against agreed budgets, timescales, and resources
- Quality assure all content prior to delivery ensuring compliance from a legal perspective, accessibility, and alignment with strategic learning objectives
- Collaboration with both internal and external stakeholders to ensure effective co-ordination of all learning and development activity for the CHS community
- Conduct periodic learning needs analysis to support the development of an annual L&D plan and the evolution of a L&D provision that meets the requirements of the panel, AST members, colleagues, the National Convener, and CHS Board.
- Delegated responsibility for operational aspects of the management and control of the national learning budget
- Facilitate the development of additional L&D activity and materials to enhance the national curriculum and programmes, remaining responsive to changing legislative and operational requirements
- Application of adult learning theory to influence the development and design of engaging, informative and accessible learning solutions
- Collaboration with learning providers and the National Team to develop and implement effective evaluation processes, drawing on data gathered to support the regular review of programme design, content, and delivery methods, ensuring continuous improvement and consistent high-quality outcomes.
- Facilitate effective channels of communication between the National Team, learning providers, Area Support Teams, and Panel members to support the understanding of key needs, ensure a consistency of approach, and troubleshoot, resolving any issues as they arise.
- Research new technologies and methodologies in workplace learning that may support the delivery of improved outcomes
- Work closely with the National Learning Manager and members of SLT to contribute to corporate and business planning and strategy in relation to learning and development across CHS
- Prepare performance reports and detailed information relating to learning programmes for colleagues, the SLT and CHS Board as appropriate.
- Actively contribute to the further development of the 'National Standards framework' including any formal review of specific standards or related guidance linked to learning and development.
- Liaise with the People & Culture team to ensure the alignment of activity and the effective use of resources to deliver consistent learning solutions that benefit all at CHS
- Represent CHS at both internal and external meeting/events.
- Support the maintenance and development of effective working relations with other agencies and services at all levels, to ensure sharing of good practice and legislative updates within training materials and programmes.
- Actively contribute to CHS team meetings, planning and developments including those relating to panel practice development, corporate and business planning.
- Support CHS colleagues as and when required or directed.

- Proactively explore ways to continuously improve the effectiveness of your role in order to support the delivery of CHS' outcomes.

PERSON SPECIFICATION

MANAGEMENT/PERSONAL EFFECTIVENESS COMPETENCIES

| COMPETENCY AREA | KEY SKILLS |
|-----------------------------------|--|
| Managing change | <ul style="list-style-type: none"> • Good project/change management skills and able to guide others in the effective management of organisational change programmes and projects; • Ability to sustain performance under conditions of rapid change; • Supporting others through change and having the willingness and ability to enable changes to take place in the most productive way; • A strong outcome / delivery focus and the creativity to adapt individual approach in changing circumstances; • Ability to use data / MI to manage team improvements. |
| Teamwork and Collaboration | <ul style="list-style-type: none"> • Effectively initiates dialogue across teams, levels, departments recognising that we have a shared responsibility to provide the best experience for our colleagues and wider stakeholders; • Recognises the value of every contribution and area of expertise within the organisation. This includes building links and networks across teams (internally and externally); • Creates a supportive team environment by listening and responding to others and creating opportunities for innovation and generation of ideas and actions. |
| Communication | <ul style="list-style-type: none"> • Excellent influencing and negotiation skills; • Ability to communicate effectively in 1:1 and group settings; • Excellent report writing skills, including an ability to prepare high level reports to Senior Leadership. |
| Personal Integrity | <ul style="list-style-type: none"> • Encourages and supports open two-way communication; • Is motivated by values and getting on with the job; • Shows resilience that enables the team to perform to the highest standards; |

FUNCTIONAL/TECHNICAL COMPETENCIES

| COMPETENCY AREA | KEY SKILLS |
|-----------------------------|---|
| Financial Management | <ul style="list-style-type: none"> • High level of ability to manage budgets, including reconciliation, forecasting, and the analysis and extraction of relevant data to inform management reports |
| Computer literacy | <ul style="list-style-type: none"> • High level of proficiency with Microsoft office (Outlook, Word, Excel, and PowerPoint) • Management of LMS/LXP platforms and the ability to develop high quality online learning solutions • Familiarity with L&D authoring software • Ability to quickly understand and integrate new software into working practices |

TRACK RECORD/EXPERIENCE

- Experience of organisational development and culture change
- Sound knowledge of quality assurance methods and accreditation of training
- Experience of designing and delivering a variety of learning solutions including large scale L&D programmes
- Experience of blended learning approaches including the use of digital technologies and/or virtual learning environments (VLE).
- In-depth understanding of adult learning theory and its application across diverse learning communities
- Demonstrable ability to build strong working relationships with external suppliers and to use influence with a wide range of stakeholders
- Budget and contract management experience
- A strong communicator, both in writing and verbal communications
- Articulate and confident in delivering training and presentations to a range of audiences
- Highly organised and self-motivated
- Evidence of personal commitment to continuous professional development
- Excellent customer service skills
- Knowledge and understanding of the external environment in which CHS operates including our commitment to deliver on The Promise, and to be a Trauma responsive organisation and community
- Experience working for a national organisation is desirable

- Experience volunteering for a national organisation is beneficial

EDUCATIONAL ATTAINMENT/ QUALIFICATIONS

Evidence of continuing professional development.

PROFESSIONAL BODY MEMBERSHIP

OTHER REQUIREMENTS FOR THE ROLE

None

Thank you for your interest in this position