

**Client & Learning Delivery Partner**

**Job Description & Person Specification**

**1. Role Overview**

Flexibility Works is a consultancy and training organisation that provides practical tools, support and resources to help employers create a successful **flexible working culture**. As a socially driven organisation we have strong values which underpin our work:

* We are mission-driven and support wellbeing and work life harmony for all
* With a creative mindset, we offer a safe, enjoyable space for all our customers, colleagues and employers
* We are curious and take time to understand your story and deliver customised solutions
* We build relationships and bring people together to collaborate and share best practice
* We take action by rolling up our sleeves and getting stuff done
* We care deeply about equality, justice and improving people’s lives

As part of our growth plans, we are looking to recruit an experienced people professional(s) to be our Client & Learning Delivery Partner who shares these values. You will support the learning, consultancy and accreditation part of our business working directly with organisations from a variety of sectors.

You will have an HR or OD background, with experience of the design and delivery of learning for diverse groups. You will have undertaken employee engagement work in your previous roles and will also be comfortable working with senior leadership teams. A strong foundation of people management principles is important. We are looking for someone who is interested in and experienced in facilitating change and someone who can engage with the organisation as a whole. You will have a capacity to see things from the perspective of both the people and business sides, so strategic and operational thinking will be required. A solid understanding of the HR legal framework is desirable, as is a keen interest in how flexible working can change lives while benefitting business.

You will also be involved in delivering consultancy projects with clients, for example, supporting our new accreditation standard or rolling out a flexible working programme within organisations. You will be able to deliver our existing flexible working programmes for line managers and people (online and in person) as well as design and deliver new learning workshops and resources as required.

You will be comfortable analysing employee survey and focus group data and, supported by Directors, making recommendations to leadership teams about what their flexible working culture should look and feel like, based on our insights and work with them.

You will be comfortable in working as part of a small team, to collaborate, recommend, challenge and create fantastic flexible working plans for employers. Everything you do will be helping to drive forward the flexible working agenda in Scotland – helping more people and more businesses benefit from flex.

You will be given a high level of autonomy, whilst also benefitting from the experience of Flexibility Work’s co-founders, colleagues, trustees and trusted advisors.

This is an inclusive working culture, where all Flexibility Works employees are encouraged to bring ideas and opportunities to the organisation and to find new and creative ways for the organisation to make impact. We are a supportive, caring and flexible team and as well as working hard, we also like to have fun together.

**2. Key Responsibilities**

**Strategic**

* Engaging directly with employers – at both a senior leadership level and an employee level- to understand better what they want to achieve in regards to flexible working.
* With support from the Directors, you will offer solutions and recommendations to these organisations, based on our existing programme of support as well as helping to devise and deliver bespoke consultancy projects.
* Be willing to make suggestions and contribute ideas about the future development and iteration of our current services and products.

**Operational**

* Deliver workshops and learning on flexible working solutions to diverse groups including managers, teams, employability providers and people returning to the workplace
* When required, design or iterate new workshops and training sessions on flexible working
* Deliver presentations on flexible working for a variety of audiences including business organisations, professional associations and corporate clients
* Work with external stakeholders including employer clients, employability organisations and funders
* Design, facilitate and analyse employee feedback (via surveys and focus groups) and work with senior leadership teams to understand their priorities and desired organisational outcomes
* Be involved in assessing clients as part of our new Flexible Working Accreditation – FlexMark
* Support a range of small bespoke consultancy projects with clients
* Engage with people at all levels, and with the support of the Directors, you will identify organisations who would benefit from our current products and services
* Manage all project plans, data, administration, reporting and evaluation relating to your work, providing the Directors with regular reporting and progress updates
* As a small social business it is expected that all employees will be adaptable and work collaboratively and supportively with colleagues, and as such you will be expected to perform other reasonable tasks as set out by the Directors.

**3. Person Specification**

**Knowledge and Experience**

* An HR or OD background, with experience of working with senior leaders and teams
* Knowledge and experience of the application of people management principles
* Experience of facilitating workshops/training, group discussions or focus groups (online and in- person)

Desirable:

* A solid understanding of the HR legal framework
* Practical experience of helping an organisation to embed flexible working
* Current CIPD membership (Associate level or above)

**Skills**

* Ability to present your findings to clients through written reports and at meetings or events
* Ability to think creatively and strategically; to see things from the perspective of both the people and business sides
* Ability to organise and manage multiple projects independently
* Ability to bring the subject of flexible working to life with engaging case studies and real-life examples

**Personal Attributes**

* You will share Flexibility Works’ values
* You will have enthusiasm and interest in the flexible working agenda
* You will be able to work both autonomously and effectively as part of a team