

Person Specification and Job Description for the post of:

Learning and Development Officer

POST	Learning and Development Officer (Staff and Volunteers)
EMPLOYER	VOCAL – Voice of Carers Across Lothian
SALARY	SCJ scale SCP48. £18.85 per hour - £35,409 per annum (pro rata for part-time) Employer pension contribution: 6% 33 days paid leave plus 6 public holidays (pro rata)
HOURS	30 hours per week, worked over a minimum of 4 days (note flexibility required)
LOCATION	Due to the nature of the role, including the delivery of face-to-face learning activities and direct support to staff and volunteers, the postholder is expected to work predominantly from Edinburgh Carers' Hub, 60 Leith Walk, Edinburgh EH6 5HB. Some attendance at Midlothian VOCAL Carer Centre, 30/1 Hardengreen Estate, Eskbank, Dalkeith, EH22 3NX will also be required for meetings/ training activities, as well as occasional travel to venues across Edinburgh and Midlothian.
CONTRACT	initially fixed-term to 31 March 2028

VOCAL is a carer-led organisation employing around 65 staff and supported by a team of counsellors and volunteers, who are based at our Edinburgh Carers Hub and Midlothian Carers Centre, and within several health and social care settings across Edinburgh and Midlothian.

Purpose of the post

The Learning and Development Officer is a newly created practical role responsible for supporting and coordinating internal learning and development activity across VOCAL. Working within agreed organisational priorities and in partnership with the Senior Management Team, Learning and Development Working Group, managers and external providers, the postholder will help ensure that staff and volunteers have access to high-quality, engaging and accessible learning opportunities. The role combines hands-on coordination and administration with the development, delivery and evaluation of agreed learning initiatives.

Key responsibilities include:

- supporting managers and senior staff to identify suitable learning and development approaches within agreed organisational priorities
- facilitating and coordinating induction, mandatory and role-specific training across the organisation
- identifying and managing relationships with external providers
- working with colleagues to develop and update learning materials (including e-learning modules)
- maintaining training records and monitoring training compliance, completion rates and evaluating learning outcomes. Producing reports and analysis as required
- supporting training needs analysis and skills audits
- participating as required in organisational working groups and initiatives.

By supporting VOCAL's workforce to develop its knowledge, skills and confidence, the postholder will make an important contribution to the delivery of high-quality, safe and inclusive support for unpaid carers and to the continued growth and development of VOCAL as a learning organisation.

VOCAL values

- We are carer-led and engage carers in all aspects of our work
- We recognise and advocate for carers as equal partners in care
- We support carers to:
 - build on their strengths and skills
 - identify and achieve their outcomes
 - strengthen their resilience
 - improve their quality of lives
- We believe in diversity, equality of opportunity and choice
- We promote transparency and honesty
- We treat people with dignity and respect
- We create opportunities for innovation, creativity and enterprise
- We seek to work in partnership around agreed outcomes

Improved outcomes for carers

As part of the VOCAL team, the postholder will contribute to the following outcomes for carers.

Carers will report:

- being better informed about issues linked to their caring role
- improved confidence in their ability to shape services and support
- improved confidence in managing their caring role
- improved physical and mental wellbeing
- improved confidence in their ability to deal with changing relationships
- improved economic wellbeing
- improved social wellbeing
- improved personal safety

Job Description

Staff Learning & Development

Working collaboratively with VOCAL's Learning and Development Working Group, Senior Management Team, managers and other internal stakeholders, the postholder will:

- Coordinate the Learning and Development Working Group.
- Facilitate and coordinate the delivery, monitoring and reporting of mandatory, role-specific and other learning across the organisation, recognising that requirements vary by role, service area and regulatory framework.
- Where appropriate, and within the postholder's knowledge and experience, develop and facilitate agreed learning sessions and resources (this may include face-to-face or online learning, workshops, and reflective learning activities).
- Lead the administration and ongoing development of staff eLearning modules, acting as the main internal contact for user support, content updates and completion monitoring.

- Keep training courses and resources updated across the organisation, ensuring content remains accurate, engaging, accessible and aligned with VOCAL's values, policies and procedures.
- Coordinate training bookings, venue hire, materials, catering and delegate communications, and maintain effective working relationships with external training providers.
- Identify appropriate external training opportunities, including through partner organisations, specialist providers and sector networks.
- Support organisational skills audits and training needs analyses when required.
- Identify opportunities to improve learning pathways and strengthen a blended learning culture across VOCAL.
- Ensure that learning activities are compliant with relevant legislation and aligned to VOCAL priorities and values.
- Maintain accurate training records and compliance information, monitor mandatory training completion, and liaise with managers and staff regarding requirements and recording of training activity.
- Regularly review, refresh and update training materials to reflect feedback, policy changes, legislative developments, organisational priorities and best practice.
- Participate in any identified organisational working groups where learning and development expertise is required.

Volunteer Learning & Support

- Work with VOCAL's Volunteer Engagement and Coordination Officer to support volunteer development.

Development days

- Provide support for a variety of on- and off-site development days, in-service days, conferences and other organisational learning events as required. This may include sourcing venues and facilitating arrangements.

Evaluation & Continuous Improvement

- Maintain learning and development evaluation data, collating feedback and identifying trends in learning needs, quality and impact.
- Prepare regular reports for internal and external use about training participation, compliance, effectiveness and impact.
- Work with SMT and the Learning and Development Working Group to consider how feedback and outcomes can inform future planning and continuous improvement.
- Contribute to organisational development plans, quality assurance frameworks and assessment processes.

Collaboration

- Work collaboratively with colleagues across all teams to promote a culture of shared learning, continuous improvement and professional development.
- Support internal communications for learning initiatives across the organisation, including promoting training opportunities, sharing updates and encouraging participation.
- Where required, support line managers to source training relevant to individual roles, including needs identified through supervision, performance reviews or service development planning.

Equality and diversity

- Actively promote and embed equality, diversity and inclusion in all training activities.

Budget management

- No budget responsibility but will inform annual budget setting for organisational training and development.

General

The postholder will be expected to consistently and effectively perform a number of general duties:

- Work with and support any volunteers assigned to facilitate the work of the postholder.
- Comply with VOCAL policies and procedures such as confidentiality policy, telephone and recording procedures, lone working policies, etc.
- Comply with and contribute to VOCAL's work of continuous quality improvement.
- Participate in VOCAL staff team and development meetings.
- Support and provide cover for additional administration tasks, as directed by line manager, during periods of staff absence and high demand for the service.

Person Specification

Essential knowledge, experience & abilities

The postholder is expected to evidence:

- Relevant experience in a similar role, in particular experience of supporting the identification of learning needs and facilitating engaging and accessible learning activities
- Experience creating and developing engaging and interactive learning content using an e-learning development platform such as Articulate 360
- Strong facilitation and communication skills, with the ability to present information clearly
- An understanding of diverse learning styles and delivery methods
- Ability to work proactively, flexibly and collaboratively to co-produce positive outcomes in a timely manner
- Creativity and strong problem-solving skills
- Strong organisational, prioritisation and multitasking abilities, including an ability to work systematically and manage an agreed workload independently, seeking guidance and escalating issues appropriately
- Excellent administrative skills, including experience of organising training events, record-keeping and reporting
- Ability to work sensitively with emotionally demanding subject matter
- Excellent IT skills including Microsoft 365 (SharePoint, Teams, Outlook, Excel)
- Commitment to continuous professional development (own and others)

Desirable

- Learning & Development, Education, HR or Organisational Development qualification
- Knowledge of competency frameworks, skills mapping, training needs analysis and workforce development approaches
- Project management experience
- An understanding of the third and/or social care sector
- Knowledge and understanding of unpaid carers' issues and relevant legislation
- Experience working with volunteers

Accountability, Management and Development

The postholder will benefit from a structured induction programme and a four-month probation period.

The postholder will ultimately be accountable to the Board of Directors. The postholder will be line managed by the HR Manager who will provide supervision and support.

VOCAL acknowledges its responsibility to help identify training needs of staff and to allow reasonable time and resources for staff training, where such training furthers the duties and responsibilities of the post.

Emphasis is placed on team accountability and mutual support.

The postholder will be expected to carry out the duties of this post with due regard to Equal Opportunities and non-discriminatory practice.

Conditions of Service

The post is advertised at 30 hours per week to be worked over a minimum of 4 days. While core days/hours will be agreed, some occasional flexibility will be required to support training activities that may take place outwith the postholder's normal work pattern. VOCAL operates a 36-hour week for full-time staff.

The post will be based at VOCAL's Carers Hub, 60 Leith Walk, Edinburgh, however occasional travel will be required to other venues for meetings, training, etc.

VOCAL offers a range of contractual benefits, including:

- generous annual leave entitlement of 33 days plus six public holidays (pro rata). This increases with length of service.
- a 6% pension contribution which increases with length of service
- enhanced maternity, paternity, and adoption pay
- paid Carer's Leave
- enhanced sick pay
- a Cycle to Work Scheme.

The postholder will be expected to undertake a Level 1 Disclosure Scotland check.

