



JOB DESCRIPTION

Post:	Learning & Development Manager, Human Resources
Band:	7
Location:	Musgrave Park Hospital
Reports to:	Senior Learning & Development Manager, Human Resources
Responsible to:	Co-Director, Learning & Development

Job Summary

The Learning and Development Manager will be responsible to the Senior Learning & Development Manager, Human Resources for the effective management of the Learning and Development function within the Human Resources Directorate consistent with the Human Resources Strategy and Management Plan.

Key responsibilities will include the development of processes and policies to further a learning culture and advance the quality of experiences of learners. The postholder will bring forward innovative and flexible approaches to learning to support the Trust's ambition and organisational priorities. While the postholder will have allocated responsibilities, he/she will be expected to work in collaboration with colleagues within the section to ensure the delivery of an effective and efficient service. He/she will also work closely with other members of the Corporate Human Resources Team, contributing to the development of a range of initiatives and achievement of objectives.

It is anticipated that the post holder will have lead responsibility for a number of key work streams including Apprenticeships, Succession Planning the Preboarding/Onboarding of new Trust staff, and will also support the implementation of a range of learning and organisational development interventions , under the auspices of relevant Trust strategies including the Learning and Development Strategy, Leadership and Management Framework and Supporting Belfast Strategy for support workers and may include Leadership and Management programmes; Team Effectiveness; Investors in People, Employee Engagement; Embedding Trust Values, Coaching and Quality Improvement. The post holder will also be expected to apply quality improvement methods and utilise analytical data to improve the service being provided from the Learning and Development function.

The Trust is committed to providing the best possible development opportunities and programmes for its staff and this role will be key to ensuring this aim.

Principal Duties & Responsibilities

Apprenticeships

- Design, deliver and evaluate in-house development activities to support the effective development and delivery of apprenticeship programmes
- Work with Service Managers and relevant teams to promote apprenticeship provision within the Belfast Trust.
- Coordinate the recruitment, interview and induction of high quality, work ready apprentices
- Represent Belfast Trust in external networks, working groups and meetings relating to Apprenticeships
- Stay up to date with key legislative developments and best practice relating to Apprenticeships
- Support delivery teams to develop the capacity to increase Apprenticeships and embed processes and procedures in line with the Trust's quality assurance framework.
- Take responsibility for the performance of learners on all apprenticeships.
- To maintain physical / online records of all learner eligibility and programme documentation
- Coordinate and monitor all necessary programme administration to support the delivery of apprenticeships.
- Maintain auditable processes to ensure learner and assessment paperwork is completed to meet compliance requirements and contribute to the smooth running of the apprenticeship programme.
- Liaise with awarding organisations to ensure that all learners are registered on the correct qualifications and pathways, entered promptly for exams, and to ensure that all of their management information and quality assurance requirements are met.

Learning/Organisational Development

- To provide expert advice and guidance to managers and staff across Belfast Trust on a range of Learning/Organisational Development Training Interventions.
- To support the Learning & Development Senior Manager to develop Learning and Development Strategies and take an operational lead on their implementation.
- To plan and deliver a full range of learning and development initiatives, ensuring that innovative and flexible approaches are developed and implemented.
- To support the development and implementation of modernised pre boarding and onboarding processes for new staff
- To support the further implementation of the Trust's succession planning model to take account of organisational workforce planning needs
- To implement a robust evaluation framework, monitoring its application and outcomes.
- To be responsible for the quality management of allocated learning and development work streams, ensuring that key performance indicators are established, monitored and achieved.
- To identify and apply data analytical tools and approaches to support the improvement of the service being delivered by the learning and development team
- To lead on the marketing of a range of learning and development products and events to engage with a wide range of stakeholders
- To coordinate the organisation of learning and development strategic groups, committees or forums.
- To work with a range of stakeholders internal and external to the Trust regarding Learning/Organisational Development.
- To devise and develop policies and operational processes, consulting with key stakeholders as necessary.
- To support the delivery of internal consultancy arrangements and provide facilitation of events, working effectively to meet the identified needs of service users.
- To support the implementation of elements of the OD Strategy

- To provide expert advice in relation to the accreditation of learning and development programmes and initiatives ensuring that all appropriate quality assurance mechanisms are implemented and maintained.
- To coordinate a range of Employability programmes in line with agreed strategy.
- To establish and monitor arrangements to ensure equality of opportunity and access of uptake for learning and development.
- To participate in benchmarking opportunities, broad quality initiatives and ensure that information governance arrangements are fully implemented.
- To support the achievement of the Human Resources Controls Assurance Standards ensuring agreed standards and action plans are implemented.

People Management and Development

- To support the senior management team in the establishment of appropriate structures, advise on team working and encourage continuous improvement and innovation
- To manage and empower a team of learning and development and support staff
- To delegate appropriate responsibility and authority to the level of staff within his/her control, consistent with effective decision making, whilst retaining responsibility for results
- To participate in the Trust's Staff Development Review process
- To review performance of direct reports on a regular basis and to provide direction on personal development requirements and action in accordance with KSF
- To contribute as an effective member of the Learning and Development team
- To take responsibility for his/her own performance and to identify personal development areas
- To maintain good staff relationship and morale amongst staff reporting to him/her, through effective feedback, recognition, appraisal and development
- To lead by example to ensure that the Trust demonstrates commitment, through its culture and actions, for all aspects of diversity in the population it serves and the staff who provide the services

- To promote the corporate values and culture of the organisation through the development and implementation of relevant policies and procedures and appropriate personal behaviour
- To participate as required in the selection and appointment of staff reporting to him/her in accordance with procedures laid down by the Trust
- To deputise for the Senior Manager in his/her absence
- To promote the Trust's policies on Equality of Opportunity and the promotion of good relations, through his/her actions and to ensure that these policies are adhered to by staff for whom he/she has a responsibility
- To contribute to the Trust's overall corporate and integrated governance processes to ensure its compliance with public sector values and codes of conduct, operations and accountability

General Responsibilities

Employees of the Trust are required to promote and support the mission and vision of the service for which they are responsible and:

- At all times provide a caring service and to treat those with whom they come into contact in a courteous and respectful manner.
- Demonstrate their commitment by their regular attendance and the efficient completion of all tasks allocated to them.
- Comply with the Trust's Smoke Free Policy.
- Carry out their duties and responsibilities in compliance with the Health and Safety Policies and Statutory Regulations.
- Adhere to Equality and Good Relations duties throughout the course of their employment.
- Ensure the ongoing confidence of the public in-service provision.
- Maintain high standards of personal accountability.
- Comply with the HPSS Code of Conduct.

Records Management

All employees of Belfast Health & Social Care Trust are legally responsible for all records held, created or used as part of their business within the Belfast Health and Social Care Trust, including patient/client, corporate and administrative records whether paper based or electronic and also including e-mails. All such records are public records and are accessible to the general public, with limited exceptions, under the Freedom of Information Act 2000, the Environment Regulations 2004 and

Data Protection Act 1998. Employees are required to be conversant with the Belfast Health and Social Care Trust policy and procedure on records management and to seek advice if in doubt.

Environmental Cleaning Strategy

The Trusts Environmental Cleaning Strategy recognizes the key principle that “Cleanliness matters is everyone’s responsibility, not just the cleaners” Whilst there are staff employed who are responsible for cleaning services, all Trust staff have a responsibility to ensure a clean, comfortable, safe environment for patients, clients, residents, visitors, staff and members of the general public.

Infection Prevention and Control

The Belfast Trust is committed to reducing Healthcare associated infections (HCAs) and all staff have a part to play in making this happen. Staff must comply with all policies in relation to Infection Prevention and Control and with ongoing reduction strategies. Standard Infection Prevention and Control Precautions must be used at all times to ensure the safety of patients and staff.

This includes:-

- Cleaning hands either with soap and water or a hand sanitiser at the appropriate times (WHO ‘5 moments’);
- Using the correct ‘7 step’ hand hygiene technique;
- Being ‘bare below the elbows’ when in a clinical environment;
- Following Trust policies and the Regional Infection Control Manual (found on intranet);
- Wearing the correct Personal Protective Equipment (PPE);
- Ensuring correct handling and disposal of waste (including sharps) and laundry;
- Ensuring all medical devices (equipment) are decontaminated appropriately ie. cleaned, disinfected and/or sterilised;
- Ensuring compliance with High Impact Interventions.

Values:

The Belfast Trust aims to recruit staff not only with the right skills but also with the right values to ensure the delivery of excellent patient care and experience. Staff will be expected to be committed to provide safe, effective, compassionate and person centred care by:-

- Treating Everyone with Dignity and Respect
- Displaying Openness and Trust
- Being Accountable
- Being Leading Edge
- Maximising Learning and Development

By embedding the above values we will make a significant contribution to the delivery of the Trust's Vision.

Personal Public Involvement

Staff members are expected to involve patients, clients, carers and the wider community where relevant, in developing, planning and delivering our services in a meaningful and effective way, as part of the Trust's ongoing commitment to Personal Public Involvement (PPI).

Please use the link below to access the PPI standards leaflet for further information.

http://www.publichealth.hscni.net/sites/default/files/PPI_leaflet.pdf

Clause: *This job description is not meant to be definitive and may be amended to meet the changing needs of the Belfast Health and Social Care Trust.*



Belfast Health and Social Care Trust

caring supporting improving together Personnel Specification

Post: Learning & Development Manager, Human Resources

Location: Musgrave Park Hospital

Knowledge, Skills and Experience Required:

Applicants must clearly demonstrate how you meet the required criteria as failure to do so may result in you not being shortlisted. You should clearly demonstrate this for both the essential and desirable criteria.

Essential

1) Have a university degree or relevant professional qualification at graduate or diploma level and have worked for 3 in a middle management Human Resources/Learning and Development role*

Or

Have worked for 4 years in a middle management Human Resources/Learning and Development role*

And

2) Excellent people management skills with at least 2 years' experience managing people

3) Detailed knowledge of Apprenticeship Programmes, frameworks and funding.

4) Demonstrate a track record in the design, delivery and evaluation of a range of learning and development interventions with measurable outcomes.

5) Ability to influence and engage with a range of stakeholders and Managers .

6) Excellent communication skills, both orally and in writing, with the ability to communicate effectively at all levels.

Desirable

1) Experience in managing apprenticeship programmes within the health and social care sector

* Middle management is defined as those holding a band 5 position or above (salary equivalent to £20,000)

VALUE BASED RECRUITMENT

* Values Based Recruitment is a process adopted by the Belfast Trust to attract and select employees on the basis that their individual values and behaviours align with those of the Trust and incorporating the Healthcare Leadership Model.

It focuses on the 'how' and 'why' people do what they do.

Candidates who are short-listed for interview will need to demonstrate at interview that they have the required knowledge, skills, competencies and values to be effective in this new role.

In answering the value based questions you have the opportunity to share examples of when you have demonstrated values relevant to the Belfast Trust.

Belfast HSC Trust Values

Whilst employees will be expected to portray all the values, particular attention is drawn to the following values for this role.



RESPECT & DIGNITY

- Being respectful to others
- Showing compassion to those who need our care
- Acting fairly and even-handed
- Acknowledging the good work of others
- Supporting others to achieve positive results



OPENNESS & TRUST

- Communicating openly and consistently
- Listening to the opinions of others and acting sensitively
- Being trustworthy & genuine
- Ensuring that appropriate information is shared honestly



ACCOUNTABILITY

- Taking responsibility for your own decisions and actions
- Openly admitting your mistakes and learning from them
- Using all available resources appropriately
- Challenging failures and poor practice courageously



LEADING EDGE

- Actively seeking out innovative practice
- Participate in new approaches & service development opportunities
- Share best practice with others
- Promote the Trust as a centre of excellence



MAXIMISING LEARNING & DEVELOPMENT

- Act as a role model for the development of others
- Continuing to challenge my own practice
- Fulfil my own statutory mandatory training requirements
- Actively support the development of others

