

Role Profile & Specification

Title	LEARNING & DEVELOPMENT MANAGER
Reporting to	Head of People
Job Purpose	<ul style="list-style-type: none"> ▪ To identify, plan, design and deliver the Charity's learning and development programme providing training and qualifications in line with sector regulatory requirements and individuals' needs ▪ To provide day to day management of the Learning & Development department including the co-ordination of accredited training such as Positive Behaviour Support and Physical Interventions ▪ To identify and access appropriate funding in order to offer relevant training and qualifications as part of the workforce development

Role Specific Competencies	
Management	<ul style="list-style-type: none"> ▪ Uses own specialist knowledge to line manage & support the Learning and Development team ▪ Manages the delivery of learning opportunities & disseminates them throughout the organisation ▪ Easily identifies learning opportunities & activities that meet the needs of individuals, services & external requirements ▪ Competent in the day-to-day management of the Learning and Development department ▪ Develops relationships with external providers to offer specialist training and qualifications to meet identified needs ▪ Identifies opportunities for co-production of training with people supported by Avalon
Developing Strategy	<ul style="list-style-type: none"> ▪ Uses knowledge of the sector to support the operational departments in developing and implementing Learning & Development strategies based on learning needs' analyses ▪ Keeps knowledge up-to-date regarding external, regulatory, statutory & contractual requirements for the organisation ▪ Through consultation with participating groups, is able to evaluate learning at individual & group levels ▪ Attends external meetings (such as Skills for Care), representing Avalon and contributing to workforce development across the sector ▪ Able to identify opportunities to market and sell training to external organisations ▪ Identifies and responds to training needs required to support people with specific needs including Positive Behaviour Support and Physical Interventions ▪ Supporting staff progression pathways through additional training and qualifications opportunities
Disseminating Knowledge	<ul style="list-style-type: none"> ▪ Articulate in written & verbal communication ▪ Influences the work of others to support them to take into account the learning agenda ▪ Able to provide information to others on training & development issues

	<ul style="list-style-type: none"> ▪ Comfortable working with the Senior Management Team to create a positive learning culture throughout the organisation ▪ Can understand Skills for Care, Care Quality Commission standards & other training requirements & communicate this information effectively ▪ Committed to recognising own limitations & keeps knowledge & skills of training up-to-date ▪ Delivers training courses as required in a range of topics relating to the Health and Social Care Workforce
Finance & Administration	<ul style="list-style-type: none"> ▪ Able to set outline budgets for the Learning and Development department, based on strategy & development plans and learning needs analysis ▪ Uses knowledge of sector to identify possible funding sources to support training agenda ▪ Manages and utilises the apprenticeship levy to maximise learning opportunities ▪ Works co-operatively with the Head of People to ensure maximum funding ▪ Manages and develops the Training IT systems and any integration with IT systems of other departments to ensure processes are automated (where possible) and effective for the end user and meet the needs of the Charity ▪ Implements new efficient processes or ways of working to support managers and drive compliance ▪ To work closely with HR and operational colleagues on developing effective onboarding processes to aid staff retention ▪ Comfortable using Microsoft Office applications
General	<ul style="list-style-type: none"> ▪ Manages workloads effectively to ensure deadlines are met ▪ Works flexibly in hours dictated by the requirements of the service ▪ Attends any training or development requirements identified through support & supervision or PDR

Our Values

We are kind and respectful to everyone

We are honest and trustworthy

We are always learning and developing

We are inclusive; everyone has a voice

We work in partnership with our communities

Core Competencies

Communicate well	<ul style="list-style-type: none">▪ Listens to others▪ Asks relevant & pertinent questions▪ Communicates in a clear & concise way▪ Effectively uses a range of communication tools & techniques▪ Keeps accurate, objective & clear records
A positive & practical approach to work	<ul style="list-style-type: none">▪ Tackles things in a direct & orderly manner▪ Can be depended upon to get things right▪ Able to prioritise tasks & manage workload▪ Reliable under pressure
Work well with other people	<ul style="list-style-type: none">▪ Earns the respect of others▪ Shows respect for the views & actions of others▪ Builds & maintains mutually beneficial relationships▪ Motivates self & others
Able to respond to & solve problems	<ul style="list-style-type: none">▪ Plans ahead▪ Tackles issues voluntarily & positively▪ Able to identify the cause & not just the symptoms of problems▪ Able to anticipate problems & develop solutions in advance▪ Solves problems in a calm, direct & organised manner▪ Helps other people with problems
Able to innovate & have new ideas	<ul style="list-style-type: none">▪ Full of ideas which provide fresh insight & broader perspectives▪ Responds positively to change▪ Self- motivated