



JOB DESCRIPTION

JOB TITLE:	Senior Learning and Development Manager
BAND:	8a
HOURS OF WORK:	37.5 hours per week
LOCATION:	Hatfield, Hertfordshire
SPECIALTY/DEPARTMENT:	Learning and Development (L&OD)
ACCOUNTABLE TO:	Head of Learning and Development
RESPONSIBLE TO:	Head of Learning and Development
REPONSIBLE FOR:	Induction and Mandatory training manager, Education and Professional Development Manager and Apprenticeship Manager

1. JOB PURPOSE

Are you passionate about Learning and development? The **Senior Learning and Development Manager** is a lead role that can influence change across Hertfordshire Partnership University NHS Foundation Trust, embedding and creating an environment where every member of staff can thrive.

As the subject expert in Learning and Development, you will work with stakeholders across the Trust to identify and implement changes to make a tangible difference to the workforce by helping use to achieve our strategic objectives. You will build on work that has been started supporting them on their maturity journey. You will also be responsible for ensuring the trust meets its Statutory and Mandatory training and CPD obligations in line with current legislation and best practice and to ensure that the compliance agenda is mainstreamed into all areas of activity.

Working at Hertfordshire Partnership University Trust means joining a supportive friendly team who are passionate about Learning and are open to new ideas. This is a full-time position, and we are open to discussing with you any flexible working arrangements.

Reporting to the Head of Learning and Development, you will be responsible for leading workforce elements of the People and OD strategy, managing a small team.



Work with other teams ensuring communication, campaigns, training, policy development and process change relating to Learning are planned and implemented to achieve required outcome. For example, inclusive recruitment and career development. You will be confident facilitating group discussions and collaborating with Organisational Development and HRPB teams.

Review and analysing workforce data and metrics to derive insights and generate action plans

Build relationships and engage with a range of stakeholders, including leadership teams, Trust SBU's (business units) which are spread Essex across and Norfolk, staff networks and external organisations.

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2. RELATIONSHIPS

The post holder is expected to establish and maintain positive interpersonal relationships with other staff members characterised by trust, mutual respect, and open, honest communication.



Internal Relationships

L&D colleagues and peers, People and OD colleagues and peers, training Subject Matter Experts (SMEs), senior and other service managers, services users as appropriate and clinical, and non-clinical Trust colleagues, as required.

External Relationships

Training suppliers, Integrated Care System (ICS) colleagues, Skills for Health, Health Education England, L&D colleagues in Trusts, Local Authority L&D and workforce colleagues, other L&D networks and suppliers as required

3. JOB SUMMARY

To provide a relevant and high-quality Learning & Development (L&D) service to the Trust by leading and driving Statutory and Essential training delivery and monthly Corporate Induction for all new (non-medical) staff, ad hoc Corporate Induction for specific staff groups and design and development of local induction programmes, as required.

This role will allow the jobholder to have day to day autonomy and decision-making responsibility when working with key stakeholders within the Trust to ensure and maintain an up-to-date policy and mandatory, essential, and local training programme that is fit for purpose and high quality, utilising a variety of appropriate delivery methods to attain agreed levels of compliance across subjects and the Trust.

The post also has specific responsibility for ensuring that mandatory, essential, local training, CPD and career development, compliance is monitored and maintained, through a variety of reporting methods and relationships including with training SMEs. This includes developing specific compliance systems for staff working externally to the Trust and the production of timely management, meeting, and committee reports and information, as required.

The job holder will be part of the L&D management team, reporting to the Head of Learning and Development. The postholder will be expected to represent the L&D team in various meetings where Induction and mandatory/essential/local training is an agenda item.

4. OPERATIONAL RESPONSIBILITIES

- To lead on the design, delivery, evaluation and co-ordination of the Trust's Induction and mandatory/essential/locally required training programmes to ensure that all Trust non-medical staff are equipped to undertake their roles safely and within legislation and regulatory expectations.
- In close partnership with senior and other managers in the service lines and in corporate directorates, to support the monitoring and reviewing of the Trust's



compliance with Corporate Induction and training to ensure that the Trust is pro-active regarding sufficient attendance options and identifying gaps in compliance.

- To review and recommend action specifically about Induction and mandatory/essential/locally required training.
- To commission key training interventions – internally or externally - to meet the induction and mandatory/essential/local training needs of the Trust, including co-production with service users; always remaining mindful of the need to engage participants, work within budget and obtain value for money.
- To actively develop and maintain Corporate and other induction to create an affirming and lasting welcome for new staff in line with our values. This would include a pro-active and positive approach to co-production with service users.
- To create and/or maintain productive and positive working relationships with existing and new L&D stakeholders within the Trust and the wider system. This includes the convening and maintenance of regular meetings with the Trust's training SMEs.

5. POLICY, SERVICE, ORGANISATIONAL AND PROFESSIONAL RESPONSIBILITIES

- To quality assure and evaluate the Induction and mandatory/essential/local training provision using robust tools and techniques to maintain and raise the quality of content and delivery.
- To produce accurate, timely and up to date management, committee and meeting information and reports on mandatory/essential/local training, using the Trust's learning management system (LMS), on both a regular and an ad hoc basis.
- To be responsible for delivering on the key performance indicators for the People and OD strategy on Induction, mandatory/statutory/local training.
- To maintain and update (where necessary) the Trust's policies on Induction and mandatory/essential/local training including maintaining the mandatory/essential/locally required training matrix.
- To represent the Trust L&D Team at meetings and committees (both internally and externally) where Induction and mandatory/statutory/local training is an agenda item, ensuring the credibility and professionalism of the L&D function is maintained and enhanced.



- To ensure that all aspects of the Corporate Induction and mandatory/statutory/local training offerings are equality and impact assessed.
- To ensure that personal and professional development is identified and agreed through the Trust's appraisal process
- Keep up to date professionally with best practice and emerging training ideas, requirements and initiatives within the NHS and wider fields.
- To contribute to the overall management of the L&D function by being a proactive and supportive member of the L&D Team.

6. GENERAL

- All staff are responsible for the continual compliance with CQC standards and outcomes.
- The postholder must be aware of, and work in line with, the Trust's Safeguarding Adults and Children procedures.

7. PERSONAL DEVELOPMENT

- All staff are required to be appraised by their line managers at least once a year at a personal development review meeting where progress made over the last year is discussed and agreed. Focus on the following year's departmental and personal objectives will be identified, discussed, and agreed. Where necessary, help and support will be provided, and development opportunities agreed in line with service provision and knowledge and skills competency frameworks.

MANDATORY TRUST RESPONSIBILITIES

AMENDING THE JOB DESCRIPTION

This is a revised role, and it is expected that as the organisation develops and changes, it may be necessary to vary the tasks and/or the responsibilities of the postholder. This will be done in consultation with the postholder, and it is hoped that agreement can be reached to any reasonable changes.

CONFIDENTIALITY

The post holder must always maintain a complete confidentiality of the material and information that they handle. Any matters of a confidential nature, or information relating to diagnoses and treatment of patients and individual staff records must not, under any circumstances, be divulged or passed on to any unauthorised person or persons. The postholder must respect patient named confidentiality in keeping with 'Caldicott principles'.



CODE OF CONDUCT

Hertfordshire Partnership University NHS Foundation Trust has a code of conduct for all non-registered staff in a direct care role. As an employee of the Trust, you are expected to always comply with this code, and any breach of it whilst in practice will be investigated by the Trust.

Copies of the code of conduct can be obtained from the Human Resources Department and it is also available on Hive?

DATA PROTECTION

All staff who contribute to patients' care records are expected to be familiar with, and adhere to, the Trust's Standards of Records Keeping Policy. Staff should be aware that patients' care records throughout the Trust will be subject to regular audit.

All staff who have access to patients' care records have a responsibility to ensure that these are maintained efficiently, and that confidentiality is protected in line with the Trust's Confidentiality of Health Records Policy.

All staff have an obligation to ensure that care records are maintained efficiently, and that confidentiality is protected. Staff are also subject to this obligation both on an implied basis and on the basis that, on accepting their job description, they agree to maintain both patient / client and staff confidentiality.

In addition, all health professionals are advised to compile records on the assumption that they are accessible to patients in line with the Data Protection Act.

All staff have a responsibility to manage risk within their sphere of responsibility. It is a statutory duty to take reasonable care of their own safety and the safety of others who may be affected by acts or omissions.

All managers throughout the organisation have a responsibility to ensure that policies and procedures are followed, that staff receive appropriate training, that a local risk register is developed and monitored on a quarterly basis and any changes reported to the Clinical Governance Committee and Risk and Assurance Committee.

POLICIES & PROCEDURES:

The post holder will be expected to comply with all statutory legislation, Trust Financial Framework Guidance and approved national and local policy. The postholder is also expected to be aware of the Trust's Risk Management Strategy which includes the responsibilities placed on them by the Health & Safety at Work etc Act (1974) and the Clinical Governance Framework. All employees are expected to comply with all Trust Policies and Procedures.

SAFEGUARDING



The Trust is committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults. All staff are expected to implement the Trusts' Safeguarding policies and procedures, act promptly on concern, communicate effectively, and share information appropriately.

HEALTH AND SAFETY

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work etc Act (1974) to ensure that the agreed safety procedure is carried out to maintain a safe environment for the other employees and visitors.

INFECTION CONTROL

Employees must be aware of the responsibilities placed upon them by The Health Act (2007) to ensure they maintain a safe, infection free environment. This includes the knowledge and understanding of the management of infected patients and the principles of Standard Infection Control Precautions including the correct technique for Hand Washing and the appropriate use of Personal Protective Equipment (PPE)

GENERAL

The post holder will be expected to comply with all statutory legislation, Trust Financial Framework Guidance and approved national and local policy.

The postholder will be expected to be responsible for his/her continuing professional development and to take a proactive approach to maintaining personal and professional effectiveness in an evolving role.

The duties and responsibilities described in this Job Description are intended to be indicative but not exhaustive of the responsibilities of the postholder. As the Trust develops, the requirements of the job may change and the postholder is expected to adapt to these changes.

EQUAL, DIVERSITY AND INCLUSION OPPORTUNITIES POLICY

The Trust operates in a multi-ethnic area. All members of staff are expected to consider equalities in all areas of work.

All employees are expected to abide by the Trust's equality, diversity and Inclusion policy, failure to do so could result in disciplinary action up to and including dismissal.

Date: April 2022 Senior Learning and Development Manager



PERSON SPECIFICATION

This is a specification of the qualifications, experience, knowledge, skills, attitudes, and abilities that are required to effectively carry out the responsibilities of the post, as outlined in the job description and forms the basis for selecting a candidate.

POST: Induction and Mandatory Skills Manager

REQUIREMENTS			
Education/Qualifications/Training			
		Essential	Desirable
1.	Degree level qualification or equivalent level of L&D knowledge and experience	✓	
2.	CIPD qualification or equivalent training related qualification	✓	
Experience/knowledge			
		Essential	Desirable
1.	Successful management of a variety of stakeholder relationships including external suppliers	✓	
2.	Effective teamworking skills plus taking a leading role in a team	✓	
3.	Successful management of very busy and varied workload	✓	
4.	Dealing with/analysing financial/performance/training information	✓	
5.	Successful designing and delivery of group and individual learning interventions		✓
6.	Writing and quality assurance of formal processes, policies, and papers	✓	
7.	Co-production of work with service users		✓
8.	Designing and implementing learning evaluation	✓	
9.	Producing justifiable recommendations from data and statistical analysis	✓	
10.	Effective communication to all levels of an organisation	✓	
11.	Extensive experience of using Discovery, ESR systems or similar to produce reports and data	✓	
12.	Able to identify organisational risks, best practice, and weaknesses in L&D	✓	
13.	Dealing successfully with demanding and conflicting compliance targets	✓	



14.	Experience of developing, managing, and promoting eLearning		✓
Skills/attitudes/abilities			
		Essential	Desirable
1.	Outstanding and proven organisational skills	✓	
2.	Excellent communication skills in a variety of media and contexts across a range of stakeholders	✓	
3.	Excellent working knowledge of Discovery, ESR and other systems or similar	✓	
4.	Willingness and ability to work on own initiative	✓	
5.	Excellent negotiating and assertiveness skills	✓	
6.	Proven ability to map, identify, plan and action complex systems/tasks	✓	
7.	Positive approach to tackling difficult situations, change and challenge	✓	
8.	Able to provide leadership but equally to be an engaged active and positive contributor to a team	✓	
9.	Ability to build collaborative networks (internally and externally to the organisation)	✓	
10.	Calm and objective manner when dealing with complex and challenging situations	✓	
11.	Flexibility of approach	✓	
12.	Ability to demonstrate and promote the Trust's values <ul style="list-style-type: none"> • Welcoming • Kind • Positive • Respectful • Professional 	✓	