

JOB PROFILE

Post:	Learning and Development Officer
Delegated Authority:	Level 7
Team:	Human Resources and Organisational Development
Responsible to:	Learning and Development Manager
Responsible for:	N/A

Job purpose

- To be a key member of the Learning and Development Team whose purpose is to prevent homelessness and transform our clients' lives by ensuring our staff have all the skills they need in their work
- To support and coordinate Learning and Development (L&D) activities, systems and communication
- To lead on SHP's programmes of learning for staff, including the Trainee Project Worker Development Programme
- To develop and facilitate inclusive and engaging learning activities for staff

Key accountabilities

1.0 To support and coordinate effective L&D systems, processes and activities to ensure that the L&D function operates smoothly

1.1 To maintain the on-going use of SHP's Learning Management Systems (LMS), (currently called Owl), through regular reporting and development of the site, including weekly data input

1.2 To respond to enquires from staff in SHP and external trainers/providers, via email, phone or via other routes, in a prompt and supportive way

1.3 To use SHP's Intranet, email, Microsoft Teams and other channels to effectively communicate and engage with staff about L&D

1.4 To provide 1:1 and group support to locums, staff and managers where needed to ensure they can easily access L&D opportunities such as e-learning and training sessions.

1.5 To be responsible for training preparation, including and not exclusive to: sending out joining instructions, ensuring courses are fully booked, setting up training rooms and preparing materials

2.0 To contribute to SHP's programme of learning activities

2.1 To develop and facilitate engaging and inclusive learning activities either face to face or virtually in areas of expertise and relating to areas of their work, for example induction sessions

2.2 To support the wider L&D team with delivery of induction and core courses

2.3 To develop and maintain engaging and effective e-learning content for SHP's e-learning platform and support other trainers in this

2.4 To support the development and delivery of project-specific learning activities, such as Equality, Diversity and Inclusion (EDI) programmes of learning

2.5 To set up and support SHP wide engagement activities, such as buddying, mentoring and development events

3.0 To lead on the development and maintenance of an effective Trainee Project Worker development programme

3.1 To work with key stakeholders (including managers & trainees) to create a project plan for the Trainee PW Development Programme

3.2 To set up and maintain use of SHP's Learning Management System (LMS), Owl, for the trainee programme with a portfolio for learners and curated courses on the programme

3.3 To create and communicate clear and concise guidance documents to support the effective delivery of the programme

3.4 To lead on the recruitment and placement of trainees for each cohort, including ensuring services are trainee-ready and identifying services that are trainee ready and roles that could be filled with trainees

3.5 To provide ongoing support to trainees and managers of trainees through email and face to face meetings, including problem solving any issues and provide specific support to trainees with lived experience (of using homelessness support or other relevant services) and their managers

3.6 To curate, design and deliver activities and support for trainees and managers of trainees, such as peer learning sessions and workshops for these groups.

3.7 To set up methods of evaluation and gather data from trainees, managers of trainees and other key stakeholders to ensure the programme is effective and contributing to SHP's business plan and implement changes as appropriate

4.0 To develop and implement progression routes for staff, including through the use of apprenticeships

4.1 To research and plan apprenticeship opportunities for existing and new staff and roles

4.2 To gather feedback on existing qualifications in the health & social care sector that could support SHP staff and to set these up as opportunities if relevant

4.3 To coordinate and support Social Work Student placements within SHP, including liaising with Universities and service managers to find appropriate placements and ensure the placement works well for SHP, students and Universities

5.0 To develop strong internal networks with managers, staff and other stakeholders to ensure that L&D activities are aligned to SHP staff's needs and to ensure engaging and effective communication with other departments

5.1 To meet regularly with staff teams across SHP to inform them of L&D activities and to support them with their development

5.2 To ensure that client voice is part of all learning activities by co-producing work where possible

6.0

6.1 To work in accordance with the organisations quality assurance systems, safeguarding principles, equality, diversity & inclusion policies and health and safety requirements

7.0

7.1 To carry out any other tasks within your capacity to support the HR and OD Department as reasonably requested by your manager

Technical and professional knowledge and experience required for effective performance

When completing your supporting statement, you will be required to address (using examples) some of the points within the box below.

- Excellent organisational skills and the ability to co-ordinate multiple systems/processes and manage time effectively, prioritising different areas of work according to need.
- Experience of designing and delivering inclusive, engaging learning activities, including facilitating groups
- Experience of setting up and evaluating a project, working with multiple stakeholders at different levels
- Ability to build and maintain positive and effective relationships both internally and externally and to work collaboratively with team members and other stakeholders across the organisation
- Highly IT literate, with great working knowledge of a number of Microsoft Office programmes.
- A commitment to working flexibly and creatively in response to organisational requirements.

Desirable

- Experience of creating e-learning or visual design content
- Experience or understanding of the homelessness sector, including working in a Psychologically Informed Environment (PIE)

Competencies required for effective performance:

Competency	What this looks like in practice	Level
<p>Analytical Thinking</p> <p>(The ability to give proper consideration to problems and to come up with good solutions.)</p>	<p>Gathers the required information to solve problems</p> <ul style="list-style-type: none"> ▪ Steps back from the problem and thinks about what information is required. ▪ Collects the information required to solve the problem. ▪ Draws upon and learns from previous experiences of self and others. ▪ Organises the information in a logical way. 	1
	<p>Sifts and analyses information</p> <ul style="list-style-type: none"> ▪ Processes information quickly and draws accurate conclusions. ▪ Breaks down problems into their parts, identifies cause and effect. ▪ Makes accurate deductions. ▪ Evaluates whether arguments or cases are complete or sound. ▪ Challenges incorrect information or discrepancies. ▪ Reflects on what they've done and learns from it. 	2
<p>Commitment and Drive</p> <p>(The ability to take the initiative and achieve targets and results)</p>	<p>Is conscientious and professional</p> <ul style="list-style-type: none"> ▪ Meet targets and deadlines. ▪ Do what they say they are going to do. ▪ Prepares properly for meetings and events. ▪ Complies with defined policies and procedures. ▪ Understands the need to evidence what we do. ▪ Completes paperwork and reports in line with standards. 	1
	<p>Is proactive and solution focused</p> <ul style="list-style-type: none"> ▪ Is enthusiastic and positive in what they do. ▪ Do things before they need to be told. ▪ Find solutions for themselves. ▪ Knows when to make decisions and when to seek support from others ▪ Is flexible and adapts response according to the situation while working within. SHP policies and procedures. 	2
<p>Efficiency and Effectiveness</p>	<p>Organises own work</p> <ul style="list-style-type: none"> ▪ Thinks ahead about what needs to be done. ▪ Sets clear priorities for work. 	1

<p>(The ability to plan and organise work so that deadlines, targets and standards are met)</p>	<ul style="list-style-type: none"> ▪ Shows good attention to detail; checks work for accuracy. ▪ Keeps files and other paperwork up to date. ▪ Knows where to find things. ▪ Meets targets and deadlines. 	
	<p>Consistently delivers work on time and to standards</p> <ul style="list-style-type: none"> ▪ Produces work quickly ▪ Meets quality standards. ▪ Plans work and projects, sets clear milestones. ▪ Monitors progress and takes action where performance deviates from plan. ▪ Juggles several tasks and projects at any one time without letting any drop. 	2
<p>Teamworking</p> <p>(The ability to work cooperatively and supportively with their own team and other teams across SHP)</p>	<p>Supports and considers others</p> <ul style="list-style-type: none"> ▪ Does their fair share. ▪ Is flexible and is prepared to help with things which are outside their own role ▪ Sees when others are struggling and offers help. ▪ Owns their decisions and does not pass the buck. ▪ Actively contributes to team meetings. ▪ Shares knowledge and ideas with colleagues. ▪ Actively supports other teams across SHP. ▪ Promotes SHP as an organisation inside and outside the organisation. 	1
	<p>Builds team spirit</p> <ul style="list-style-type: none"> ▪ Acts to promote cooperation in the team. ▪ Emphasises the strengths of the team and builds on them. ▪ Offers support and coaching when required. ▪ Proactively identifies and manages conflict within the team. ▪ Takes collective responsibility for team actions and decisions. ▪ Represents the team positively to others in SHP. 	2
<p>Effective communication</p> <p>(The ability to communicate with others in a cooperative and sensitive way.)</p>	<p>Communicates clearly</p> <ul style="list-style-type: none"> ▪ Can talk to different types of people effectively. ▪ Checks that they have been understood. ▪ Speaks to people in a respectful and courteous manner. ▪ Respects and takes into account cultural differences. ▪ Uses appropriate body language. 	1

	<ul style="list-style-type: none"> ▪ Writes clearly and concisely. ▪ Uses appropriate methods of communication. 	
	<p>Shows warmth and consideration to others</p> <ul style="list-style-type: none"> ▪ Is open and honest. ▪ Makes every effort to put people at their ease. ▪ Is a good listener; gives people time. ▪ Takes time to tune into what others are really thinking and feeling. ▪ Is very aware of their own emotions and feelings and how these impact on others. 	2
<p>Resilience</p> <p>(The ability to deal with situations with clients and colleagues with confidence.)</p>	<p>Is self aware</p> <ul style="list-style-type: none"> ▪ Takes time to reflect on actions and behaviours and learn from them. ▪ Admits when they make mistakes and learns from them. ▪ Has the confidence to review what works and does not work. ▪ Is aware of their own strengths and areas for development. ▪ Takes responsibility for their own learning. 	1
	<p>Is assertive and self confident</p> <ul style="list-style-type: none"> ▪ Presents self in a confident manner. ▪ Raises issues in a constructive way. ▪ Able to make clear decisions and act on them. ▪ Remains calm and self controlled in challenging situations. ▪ Acts decisively and appropriately in a crisis. 	2
<p>Putting the Customer First</p> <p>(The willingness and ability to deliver the best possible person centred service to our customers - customers may be service users, RSLs, statutory bodies, colleagues in other departments etc.)</p>	<p>Builds effective relationships with customers</p> <ul style="list-style-type: none"> ▪ Makes themselves available for the customer. ▪ Treats people with respect and courtesy ▪ Explores with customers their specific needs ▪ Is very clear with boundaries – the customers and their own. ▪ Recognises that SHP exists to provide a service to our customers. 	1
	<p>Finds positive solutions to meet customer needs</p> <ul style="list-style-type: none"> ▪ Actively seeks and offers alternative ways of meeting customers needs ▪ Is responsive to customer problems, and works with them to resolve problems promptly. 	2

	<ul style="list-style-type: none"> ▪ Foresees problems rather than waiting for them to happen ▪ Asks for feedback from customers about the service provided, and acts on it. ▪ Establishes effective working relationships with other agencies to meet customer needs. ▪ Knows when to refer on to other agencies. 	
<p>Embracing Change and Innovation</p> <p>(The willingness and ability to adapt to changing circumstances and come up with new and innovative ideas.)</p>	<p>Responds positively to change</p> <ul style="list-style-type: none"> ▪ Sees the positive aspects of change. ▪ Is flexible and adapts easily to new requirements. ▪ Is willing to learn and to take on new skills. ▪ Offers constructive alternatives if they disagree with a change. 	1
	<p>Generates new ideas</p> <ul style="list-style-type: none"> ▪ Challenges the way that things are done now and proposes a better way. ▪ Comes up with creative solutions and ideas. ▪ Seeks new ways of working in partnerships. ▪ Asks for others ideas on how changes and new ideas can be implemented. ▪ Looks for new opportunities for promoting SHP. 	2