

# Learning & Development Advisor

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|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|
| <b>Team</b> - People Team                                                                                                                                                        | <b>Team responsibility</b> - 0 FTE               |
| <b>Manager</b> – Learning & Development Manager                                                                                                                                  | <b>Budget responsibility</b> - £0                |
| <b>Directorate</b> – People, Digital & Communications                                                                                                                            | <b>Job grade</b> - 4                             |
| <b>Location</b> – Northallerton                                                                                                                                                  | <b>Key Stakeholders:</b> Colleagues, People Team |
| <b>Scope</b> - Colleague experience, Learning & Development offer, Induction and new starters, LMS, Digital skills, Internal comms related to learning and development activity. |                                                  |

## Role Purpose:

The Learning and Development Advisor will support a positive colleague experience through the delivering the organisation's learning and development strategy and plan working closely with the Learning and Development Manager.. This role will identify training needs, design effective and engaging training programmes, facilitate workshops, and evaluate the impact of L&D activities.

## Organisational Structure



## **Main responsibilities**

### **Delivery of full learning cycle activity**

- Support the work to identify training needs and identify skill gaps through surveys, interviews, and performance evaluations
- Design, develop, and implement engaging training programmes, workshops, and materials that meet the identified needs.
- Plan and organise training events, including effective pre and post course communications to delegates.
- Deliver training sessions using a variety of instructional techniques, such as facilitated workshops, group discussions, and hands-on activities, to accommodate different learning styles.
- Evaluate the effectiveness of training programmes through feedback, assessments, and performance metrics, making recommendations for improvement.

### **What does success look like?**

Colleagues give positive feedback about the training programmes they attend. Colleagues are acquiring the necessary skills to enable them to deliver their roles with confidence and efficiency. The skills gaps within the organisation are reduced leading to increased organisational performance.

### **Learning Management System and Digital Skills**

- Maintain the Learning Management Systems (LMS) and other digital tools to enhance the learning experience.
- Design and develop creative innovative eLearning content for the LMS keeping it up to date and relevant.
- Monitor and track training participation and outcomes through the LMS.
- Maintain a role-based training matrix within the LMS to enable easy tracking and management of the skills and qualifications requirements of all colleagues.
- Gather and provide LMS data to managers to enable them to ensure their teams are fully compliant with mandatory and essential job-related training.
- Develop digital skills and system training to ensure all colleagues are digitally confident within their roles.

### **What does success look like?**

Colleagues are actively engaging with the LMS which contains up to date relevant learning material specified to roles. Managers are able to track learning and development activity and skills and qualifications requirements for their teams. Colleagues are confident using digital devices and systems used within the organisation.

### **Induction and new starter training**

- Deliver a welcoming and engaging induction day to our new starters to ensure a smooth and successful transition into the organisation.
- Record new starter information on day one to ensure compliance relating to right to work and qualifications is in place.
- Be involved in the delivery and recording of probation training to ensure all colleagues receive the necessary skills and knowledge during their probation period, including sign off of mandatory training.
- Assign appropriate training to new starters and manage its completion within required timelines.

### **What does success look like?**

New colleagues receive a day one induction and new starter training that gives them the skills and knowledge, and they understand the One Broadacres behaviours they need to succeed in the role.

### **Supporting colleagues and promoting learning**

- Supporting and encouraging colleagues to develop their skills and careers through the learning and development interventions and opportunities on offer.
- Promoting learning and development to ensure all colleagues are aware of and able to access the learning opportunities available to them at all times.

### **What does success look like?**

Colleagues reach out for support to the learning and development team throughout their employ. They are aware of and have access to the tool to develop their skills and knowledge and careers. We regularly see colleagues successfully achieve their career ambitions through promotions and lateral moves within the organisation.

### **General**

- To comply with Broadacres policies, procedures and code of conduct.
- To ensure all work undertaken and services provided are in compliance with the data protection legislation.
- Comply at all times with all BHA policies and relevant legislation including Data Protection, Equality & Diversity, Health & Safety and Financial regulations.
- To carry out any other duties consistent with the level of responsibilities of the post as may from time to time be required.
- Promote and demonstrate commitment to equality, inclusion and diversity ensuring BHA develops and promotes positive practices in all its customer activities.
- Embrace and promote the corporate plan, mission, vision, values and conduct of the association.
- To work collaboratively with the People team for the effective and consistent delivery of colleague experience. To share best practice and highlight opportunities for improvement.

### **What does success look like?**



An effective colleague. The role holder fully embraces the corporate strategy and values, regularly communicates Broadacres' performance and progress with teams, ensures that operational processes and practices are complied with and inspires colleagues to deliver great customer experience.

# Learning & Development Advisor

## Person Specification

| Job Requirements  | Essential                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Desirable | Method of Identifying Criteria                                                                             |
|-------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|------------------------------------------------------------------------------------------------------------|
| <b>Experience</b> | <ul style="list-style-type: none"> <li>Experience of delivering a variety of learning and development interventions, such as facilitating, coaching, mentoring, eLearning, social learning.</li> <li>Experience of designing, delivering and evaluating training sessions and programmes</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |           | <p>Application form</p> <p>Interview (may include presentation or occupational test where appropriate)</p> |
| <b>Skills</b>     | <ul style="list-style-type: none"> <li>Excellent <b>facilitation skills</b> with the ability to engage and lead groups effectively</li> <li>Well-developed <b>written and verbal communication skills</b></li> <li>Ability to manage multiple tasks in a fast-paced environment.</li> <li>Great <b>creative thinker</b></li> <li><b>Relationship Building</b> – able to form successful professional relationships with customers and colleagues.</li> <li><b>Team player</b> - Works collaboratively with colleagues to deliver great results</li> <li><b>Strategic thinking</b> - Has consideration for how their work is connected to others work</li> <li><b>IT literate</b> and confident in using online technologies to encourage internal and external customers and stakeholders.</li> </ul> |           | <p>Application form</p> <p>Interview (may include presentation or occupational test where appropriate)</p> |
| <b>Knowledge</b>  | <ul style="list-style-type: none"> <li>A knowledge of a range of adult learning theories and practices, such learning cycle, learning styles, motivation theories.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |           | Application form                                                                                           |

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|-----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--------------------------------------------------------------------------------------------------------|
|                             |                                                                                                                                                                                                                                                                                                                                                                                                                                      |  | Interview<br>(may include presentation or occupational test where appropriate)                         |
| <b>Special requirements</b> | <ul style="list-style-type: none"> <li>• Able to demonstrate an understanding of and commitment to equality, diversity and inclusion and implications for customer communications including developing inclusive practices</li> <li>• Take ownership of issues and decisions and care about achieving high standards.</li> <li>• Willing and able to work outside normal office hours.</li> <li>• Current driving licence</li> </ul> |  | Application form<br><br>Interview<br>(may include presentation or occupational test where appropriate) |
| <b>Qualifications</b>       | <ul style="list-style-type: none"> <li>• CIPD Level 3 Foundation Certificate in People Practice (or equivalent)</li> </ul>                                                                                                                                                                                                                                                                                                           |  | Application form<br><br>Interview<br>(may include presentation or occupational test where appropriate) |

## Broadacres Values

