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| **QCHA_Final Logo** | **Job Description, Person Specification, and Key Dimensions** |

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| Job Title: | Learning & Development Officer | | |
| Department: | Finance & Corporate Support | Grade: | TBC |
| Section: | Human Resources | Date reviewed: | January 2025 |
| Reporting To: | HR Manager | | |

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| Purpose of Job |
| To work with managers, employees and other stakeholders across Queens Cross and Maryhill housing associations to provide a high quality, customer focused Learning & Development Service measured against agreed standards that achieves high levels of customer satisfaction. |
| Context & Scope |
| To identify training needs and appropriate learning & development solutions that will assist QCHA and MA to achieve their strategic business objectives, including delivering training to individuals and small groups where appropriate.  To assist with career development, talent management and succession planning initiatives to maximise opportunities for employees and achieve the QCHA and MA strategic business objectives.  To support employees to develop and implement the necessary knowledge, skills, tools and competences to deliver a high quality service to our tenants and communities. |
| Major Tasks & Job Activities |
| Service Provision   * Assist managers to identify training needs within their teams and identify appropriate learning and development solutions, including the development, implementation, and coordination of training programs in line with organisational goals and priorities to address identified skills gaps. * Work with managers and employees to identify mandatory training needs (such as H&S training) and put in place plans to address these training needs. * Gather data and produce a draft annual training plans for the Executive Team that enables the associations to meet identified training needs within the allocated budget. * Schedule and coordinate training sessions, workshops, and conferences/seminars, ensuring appropriate venues, resources, and equipment are available. * Communicate training schedules, logistics, and requirements to participants, trainers, and relevant departments. * Work closely with the QCHA Customer Experience Manager to support the learning from complaints process, which will help drive improvement in customer satisfaction. * Deliver training to individuals and small groups where appropriate. This may include (but is not limited to) induction, customer service and basic IT skills. * Monitor progress and evaluate the effectiveness of training interventions to ensure desired outcomes are achieved * Support the collection and analysis of training evaluation data, including surveys, assessments, and participant feedback. * Compile evaluation reports and summaries, identifying areas for improvement and make recommendations for future training enhancements. * Support the delivery of online learning and digital learning solutions. * Help to develop career paths for employees that maximise development opportunities. * Assist with talent management and succession planning.   Planning & Organising   * Maintain accurate training records and databases, tracking employee participation, training history, and certifications are up to date. * Monitor and report on completion rates for identified training plans, including mandatory training and training required by regulatory bodies. * Manage training-related documentation, including training agreements, contracts, and compliance records * Prepare reports in accordance with KPI schedule   Value for Money   * Assist in the preparation of training budgets, monitoring expenses, and ensuring cost-effective use of training resources. * Approach each task in a way that delivers value for money to the Association.   Relationship Building   * Connect with managers and employees to understand the roles that exist within QCHA and MA and assist in developing learning & development opportunities that help the employees in those roles to perform to a high standard. * Builds relationships with relevant stakeholders, including training providers and regulatory bodies. |
| Other Tasks & Activities |
| **Health & Safety**   * Understand your responsibilities as an employee under Health & Safety legislation * Adhere to responsibilities as an employee under the Association Health & Safety policies and procedures. * Ensure all activities are discharged in a safe manner, minimising risk at all times   **Training**   * Be responsible for identifying your own training requirements in relation to the role and proactively seek ways to improve your own knowledge and skills * Attend training and development courses as and when required * Provide training to individuals and small groups, where appropriate.   **Equality & Diversity**   * Observe and promote Equality & Diversity and Customer First policies at all times * Understand the diversity of our customers and potential customers and ensure that a flexible menu of engagement opportunities are accessible to all   **Sustainability**   * Consider the sustainability of activities and resources to assist with Association’s objective to reduce the negative impact of services on the environment   **Other**   * Be willing to work flexibly and attend meetings out with normal hours when required * Carry out any other duties which may be reasonably requested by the Line Manager and undertake any other duties subsequently allocated by the associations’ management * The duties of the post will be reviewed and modified in line with the exigencies of the service |

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| Category | Essential Criteria | Desirable Criteria |
| Experience | * Experience of administering and delivering learning & development activities * Experience of conducting training needs analyses * Experience of working discreetly with sensitive and confidential information * Experience of providing high quality administration in a regulated and confidential environment |  |
| Knowledge, qualifications and education | * Recognised learning & development qualification * Very good knowledge of current learning & development best practice. | * CIPD membership or equivalent * An understanding of social housing and the context within which it works. |
| Skills, abilities and behaviours | * Excellent people skills, with an ability to motivate and engage effectively with people at all levels. * Excellent communication and presentation skills. * I.T. literate * Good team player. * Proactive and hardworking. * High level of interpersonal skills and integrity. * Well organised and systematic and able to finish things off. |  |
| Other Requirements |  |  |

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| Key dimension category | Details |
| Level of communication required | * The Learning & Development Officer requires to build relationships with employees at all levels throughout QCHA and MA and must form effective working relationships with a number of external stakeholders, including regulatory bodies and training providers. * Highly developed people skills and the ability to respect confidentiality. On occasion, the postholder may need to have sensitive conversations around performance or learning. |
| Authorities & Limitations | * The postholder is expected to organise their own workload within boundaries prescribed by the HR Manager. * The postholder is restricted to working in accordance with established policies and procedures, making recommendations for improvement where appropriate. * The postholder is not subject to close supervision and has freedom to determine the nature of their work within the working day subject to the restrictions mentioned above. |
| Line management responsibilities | * No line management responsibilities. |
| Financial resources responsibilities | * Assists in processing the training budgets for QCHA and MA. |
| Additional responsibilities | * The postholder requires to process sensitive information, including personal. |
| Problem solving and complexity of work | * The Learning & Development Officer is expected to apply existing policies and procedures to problems that arise within the workforce. Complex problems will be referred to the HR Manager or Director of Finance and Corporate Support. * The nature of the issues dealt with by the postholder can be sensitive and complex, with a range of possible solutions, particularly when supporting a manager or employee to address an area of underperformance. The postholder will use their knowledge experience and understanding of the business to achieve an appropriate solution. Advice is available from the HR Manager and the Director of Finance and Corporate Support. |
| Working conditions | * The post is office based. |