

JOB DESCRIPTION

Vacancy reference:	SRF28725
Post Title:	Learning and Development Officer
Grade:	Grade 6
School/Department:	People Development (HR)
Reports to:	Learning & Development Manager
Responsible for:	N/A

Purpose

The People Development Team within the HR Function has responsibility for ensuring timely and appropriate development support across the University at both the individual and organisation level, enabling the delivery of the University strategy and vision.

This role will work with the Learning and Development Manager to design and deliver development solutions for staff across all areas of the University.

The post holder will also contribute actively to learning and development initiatives related to culture change and values programmes and will also support development related to key HR projects.

The post holder will be responsible for design and delivery of allocated work streams such as induction and RISE. In particular, the post holder will lead on the development of all e-learning and bite sized programmes both outsourced and internally designed.

Main duties and responsibilities

- Support People Development and wider HR projects as appropriate, e.g. Induction, RISE and Prevent etc.
- Research, design and deliver high quality learning interventions using a range of media that embed a blended approach to learning ensuring learning interventions are aligned to organisational values and strategy are meeting current demands and enabling the organisation to respond effectively to organisational change
- Facilitate tailored team development solutions using internal consultancy skills of conducting needs analysis, researching appropriate methods, designing and delivering appropriate solutions
- Design innovative ways to engage staff in Learning & Development opportunities.
- Review and assess the impact and effectiveness of learning and development solutions, programmes and projects that support 70:20:10 principles
- Contribute to management information reports to record progress against Key Performance Indicator targets
- Design and support processes within the employment journey e.g. induction, staff selection and other HR processes including providing guidance for managers and specialists
- Maintain and promote equality and diversity in line with the University's strategy
- Work with IT Department to ensure that appropriate digital literacy skills are met, whilst at the same time developing innovative approaches to meeting this need in line with a blended approach
- Work with colleagues in the People Development Team and across HR to support the full implementation of a new LMS and all its functionality where appropriate.(including virtual classroom delivery)

- Design and deliver bespoke e-learning and bite sized learning ensuring that they are appropriate to the University context.
- Provide support and guidance to internal University trainers where appropriate
- Undertake individual coaching and mentoring in line with the University's scheme

Supervision received

The post will report into the Learning and Development Manager and will also work closely with the Leadership and Talent Development Manager and Leadership and Research Development Officer

Supervision given

N/A

Contact

The post holder will have a wide range of contacts including senior leaders in the organisation. They will also be required to work with external providers of training and delivery and have regular contact with the wider People Development team, HR Partners, and colleagues in CQSD in particular.

Terms and conditions

This is a full time, permanent role. It is primarily based at the Whiteknights Campus but may require occasional travel to the Henley campus and London Road campus.

This document outlines the duties required for the time being of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.

Date assessed: 16 May 2019

PERSON SPECIFICATION

Job Title	School/Department
Learning and Development Officer	People Development (HR)

Criteria	Essential	Desirable
Skills Required	<ul style="list-style-type: none"> • Ability to communicate, verbally and in writing, clearly, confidently and in a timely way, adapting content and style to suit the needs and situation of the audience; • Excellent facilitation skills and delivery of training, including with senior audiences • Ability to quickly assimilate information and build an understanding of complex situations and requirements • Ability to create innovative, inclusive blended learning solutions based on clear and effective needs analysis that are appropriate to the University context • Excellent interpersonal and influencing skills to quickly build and maintain relationships at all levels across the University • Evidence of ability to plan, organise and work to deadlines as well as effective project management skills. Demonstrates a clear focus on purpose, outputs and impact. • Excellent Microsoft office skills 	<ul style="list-style-type: none"> • Experience of virtual classroom delivery
Attainment	<ul style="list-style-type: none"> • A level 5 or above qualification commensurate with the learning & development environment or equivalent experience 	<ul style="list-style-type: none"> • Qualified in the use of one or more psychometric tools e.g. MBTI, SDI etc • Qualified Coach

		<ul style="list-style-type: none"> • CIPD/TAP Membership/Accreditation
Knowledge	<ul style="list-style-type: none"> • Knowledge of current and potential best practice in relation to learning and development • Knowledge of the use and application of psychometric and 360-degree feedback methodologies • Knowledge of best practice in relation to development ROI and metrics • Knowledge of the use and application of coaching and mentoring approaches • Demonstrate knowledge and techniques that evaluate and embed learning into the workplace • Knowledge and use of authoring e-learning packages 	<ul style="list-style-type: none"> • Knowledge of the challenges of working in HE Sector • Experience of using Articulate 360 • Knowledge and use of SABA
Relevant Experience	<ul style="list-style-type: none"> • Experience of designing and delivering learning and development within a complex organisation on 70:20:10 model • Experience of building strong working relationships in a complex organisation with a highly intelligent leadership population • Experience of undertaking ROI analysis and the development of recommendations for improvement in line with this • Experience of conducting Learning Needs Analysis in a complex organisation • Experience of coaching and mentoring <p>Experience of co-ordinating projects and others to deliver successfully</p>	<ul style="list-style-type: none"> • Experience in the use of one or more psychometric tools e.g. MBTI, SDI etc • Experience in delivery of bespoke team development

	<ul style="list-style-type: none"> • A successful track record in the delivery of customer focused development activity, which responds to development needs and feedback and is tailored accordingly • Experience of authoring e- learning and bite sized learning • Experience in the use of LMS's including the design and production of reporting functionality 	
Disposition	<ul style="list-style-type: none"> • Ability to role model and promote organisational values • Work in a supportive role within a team, collaborate with colleagues to solve problems and innovate • Commitment to and understanding of good equality, diversity and inclusivity practices • A proactive approach with the confidence to work on own initiative • Curiosity and willingness to learn and develop new skills 	
<p>Completed by: Steph Hayward (Learning & Development Manager)</p> <p>Date: 16 May 2019</p>		