

JOB DESCRIPTION

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| Job Title: | Learning & Development Partner |
| Directorate: | People |
| Location: | Agile working from Tower Hill London, and home working |
| Reporting to: | Head of Learning and Development |
| Responsible for: | n/a |

PURPOSE OF THE JOB

- Lead on delivery of a range of learning opportunities that support both individual and organisational needs across St Mungo's, including career development and progression opportunities
- The role will ensure that colleagues across the organisation can access appropriate mandatory, competency and development learning in a timely fashion.
- Lead on development and implementation of positive action across organisational learning opportunities
- Work with HR Business Partners to develop talent progression pathways and opportunities
- Support Head of Learning & Development to implement wider learning and development strategy
- Ensure coordination of learning opportunities and subsequent customer service reflects wider learning and development strategy

KEY RESPONSIBILITIES

- Lead on organisational professional and career development schemes including management, communication, evaluation and development of the following schemes:
 - Aspiring Leadership
 - Steps Into Management
 - Coaching & Mentoring
 - Employee Sponsorship Scheme
- Research, develop, and implement appropriate accredited training and qualification frameworks for staff and managers, where funds are available and interventions support the organisational strategy. This includes maximising use of the apprenticeship levy.
- Maintain a positive performance management process including appraisals, and 360's linking with HRBP's on talent and succession planning.
- Lead on L&D's role in positive action and the Race Action Plan, ensuring integration into all learning and development schemes and activities.
- Work with HR Partners to develop mechanisms, opportunities and support for identified talent

- Provide coaching and general support to stakeholders and colleagues to maximise engagement in St Mungo's schemes and general learning opportunities
- Lead delivery of Leadership and Management Development provision including analysis of learning needs
- Support development of teams (including TUPes, services of concern) in conjunction with HR Partners, Service Heads, Quality and key partners
- Develop approaches to learning needs analyses, evaluation and learning implementation, including the development and management of the Learning Management Systems used, including designing digital content when needed.
- Develop training and facilitation skills across the organisation
- Develop learning interventions to meet organisational needs as necessary
- Research and procure external training providers, negotiating costs, managing relationships and ensuring high quality of delivery that meets organisational needs
- Stay abreast of organisational and learner needs by regular contact and engagement with teams and services
- Contribute to wider organisational 'learning' projects and events such as forums, networks and events.
- Any other tasks as required to meet the needs of the Learning & Development function e.g.
 - Participating actively and constructively in wider learning and development activities such as learning needs analysis, design and delivery
 - Developing learning materials and content
 - Promoting the wider work of Learning and Development across St Mungo's

GENERAL

- Adhere to St Mungo's Policies and Procedures at all times.
- Cover for other members of the team and directorate as necessary.
- Being proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.
- Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required by more senior members of staff.
- Attend and participate in directorate and team meetings and other meetings as required.

This job description covers the current range of duties and will be reviewed from time to time. It is St Mungo's aim to reach agreement on changes, but if agreement is not possible, St Mungo's reserves the right to change this job description.

PERSON SPECIFICATION

Learning & Development Partner

Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the application form or covering letter to demonstrate your capabilities, in relation to each separate point listed under essential requirements in the person specification. Where relevant use your answers to illustrate how your competences have helped you achieve positive results.

ESSENTIAL REQUIREMENTS

Experience, Skills, Knowledge and Abilities – required for application form:

1. Designing and delivering impactful and creative learning programmes with demonstrable impact
2. Making a significant contribution to career progression schemes or programmes
3. Utilising inclusive approaches such as positive action with impact
4. Able to effectively monitor finances and stay within a set budget
5. Knowledge of organisational and sector learning and development best practice including operational service needs, talent management and career progression

The below Experience, Skills, Knowledge and Abilities will be assessed at different stages of the recruitment process and throughout induction and training:

- Making a significant contribution to the development and implementation of a learning and development strategy
- Experience of working effectively with senior managers and stakeholders to achieve outcomes
- Production and/or analysis of evaluation data to demonstrate outcomes and impact
- Understanding of barriers to inclusion within an organisational setting
- Excellent facilitation and coaching skills
- Using research skills to identify possible solutions and/or resources

The following are required of all roles with St Mungo's. However, you do not need to address these in your application.

- Genuine interest in and commitment to St Mungo's work and client group.
- An understanding of and commitment to Diversity & Equality
- Willingness and ability to work hours outside of normal office hours on occasion (time off in lieu will be granted).
- Willingness to work flexibly in response to changing organisational requirements.

In the selection testing/interview process, we will be assessing candidates against the following competencies:

| COMPETENCY | PRIMARY INDICATORS |
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| Improving and Innovating | <ul style="list-style-type: none"> • Is open to new ideas, improvement and change. • Handles situations and problems with innovation and creativity. • Shows commercial and financial awareness. |
| Interacting and Influencing | <ul style="list-style-type: none"> • Takes responsibility and demonstrates values-driven leadership. • Shows self-awareness. • Works well with other people. • Collaborates and networks effectively internally and externally. • Shows sound communication and influencing skills. |
| Understanding and Doing | <ul style="list-style-type: none"> • Able to find and analyse relevant written and numerical information and use it to make sound judgements. • Able to think strategically. • Demonstrates the necessary technical skills and aptitudes at the level that are required for the role. • Has good writing skills at the level required for the job. • Plans, organises and manages time well. • Demonstrates compliance and accountability. |
| Involving and Including | <ul style="list-style-type: none"> • Builds client/stakeholder involvement into all activities. • Is client and customer focused. • Aware of own level of cultural competence and proactively seeks to develop. • Actively promotes equality, diversity and inclusion among colleagues and clients. |
| Managing and Empowering (for managers only) | <ul style="list-style-type: none"> • Builds a high performing team. • Provides staff with clear direction and support. • Motivates, supports, enables and promotes the wellbeing of their team. • Manages the operational aspects of their function efficiently. • Implements plans, strategies and services effectively. • Actively contributes to service growth. |