

JOB DESCRIPTION

Job Title: Learning & Development Specialist - Care and Quality Directorate: Training & Education	Post No: Division/Department:	Grade : Band D Section/Location: Auxillium House Building / Remote
Organisational information: Responsible to: Learning & Development Manager Dimensions: Key relationships/Functional links with: <i>Internal:</i> all Hoople teams <i>External:</i> Customers, Stakeholders, Regional & National Adult Training Forums - including Awarding Organisations, Sector Skills Councils, HSE, Department of Health etc.		
Main Purpose of Job: To design and deliver training solutions that meet customer needs. To lead on the development of the care training portfolio in line with industry best practice <i>To support the learning and development facilitators to maintain standards and develop in their role.</i> To lead in the quality assurance of training, awards and quality of provision.		
Main Responsibilities / Accountabilities / KRA: <i>The jobholder will be expected to complete the responsibilities / accountabilities effectively in order to deliver the key objectives of the organisation</i> To design and deliver training courses in a variety of formats including face to face, remote and distance learning for a variety of topics including moving & handling, health and safety, first aid, safeguarding, and corporate induction sessions. To lead on the development of the care curriculum to meet customer needs. To grow our customer base through a range of activities e.g. networking, direct sales, promotion through social media To develop and coordinate the provision of relevant training to meet customer and awarding body requirements. This includes preparation of lesson plans, training resources and delivery of training and (where required) assessment of candidates. To support the training lifecycle - from customer enquiry, through to design, delivery and certification. To manage the assessment of individual learners needs in each training session using a variety of approaches to ensure that all learning styles are supported. Maintain accurate training records in accordance with company requirements.		

To lead internal quality assurance procedures to prepare for external quality assurance from Awarding organisations including standardisation meetings, trainer observations, desk based reviews and audit activities

To lead quality assurance meetings and take part in standardisation procedures to prepare for external quality assurance from Awarding Organisations, ensuring documentation is captured and stored appropriately.

Review quality of delivery via trainer observations, audits and course evaluations and timely feedback is given.

To represent the team at local, regional and national level events (e.g. Skills for Care). Then lead on implementing the recommendations whilst supporting the team.

To plan, coordinate and deliver training as required and may require physical demands to use equipment such as training equipment

To provide specialist training advice and support to managers and professionals across a variety of sectors.

To liaise and coordinate training events across the partnership and with existing clients.

To raise awareness and actively engage local partners in the learning outcomes and opportunities.

To promote best practice across a variety of sectors at all times.

To challenge practice and systems that do not promote safety, safeguard adults and promote dignity.

To stay up to date with any changes in legislation and implementing them into training solutions.

Job Activities:

- Provision of induction and training sessions as per training programme
- Design and develop effective training resources
- Analysis of initial learner assessments and implementation of innovative solutions to learning needs
- To ensure that all training developed links to quality management standards to meet internal and external requirements
- To review internal and external quality assurance systems to meet national requirements
- Evaluate the quality of training delivery, ensure timely feedback given with objectives set for development and raise any concerns to Senior Manager

Frequency

Daily

As required

Monthly

Daily

Quarterly

Monthly

<ul style="list-style-type: none"> • To ensure that all training developed links to quality management standards to meet internal and external requirements • To review internal and external quality assurance systems to meet national requirements • To maintain functional communication links with awarding organisations • To keep support team up to date with changes to training content to ensure that quality assurance procedures are met • To monitor and record training activity within the centre, oversee the validity, accuracy and currency of training records at all times • To represent the team at local, regional and national level events as required to maintain competence and knowledge base • To maintain good communication and partnership working with the agencies described above. • To support managers in all sectors, developing training for their staff. To provide advice about training requirements, opportunities and national standards. • To keep abreast of new training developments and initiatives and develop them as appropriate • To liaise with Care Managers to ensure we are aware of their specific training needs and aspirations to ensure we can fulfil their training needs maximising potential for collaboration • To contribute to the achievement of internal and external performance indicators • To apply specific knowledge in the development of effective learning across our customer base in Herefordshire • Undertake continual professional development (CPD) as identified and/or agreed by the Learning & Development Manager. • To undertake other duties appropriate to the post as identified by the Learning & Development Manager. 	Daily
	Quarterly
	Weekly
	Daily
	As required
	Daily
	Ad Hoc
	Ad Hoc
	Daily
	Monthly
	Ad Hoc
	As required
	As required
Other information:	
Line Manager Name:	Line Manager Signature:
	Date:

Date Job Description last reviewed: September 2024