

Head of Learning and Colleague Engagement



Rennie Grove Peace

Department: People

Location: Base: Rennie House, Tring (working across all our locations is required for this role)

Reporting to: Director of People

About us

Rennie Grove Peace Hospice Care started formally operating in July 2023, through the merger of two successful organisations, Rennie Grove Hospice Care and Peace Hospice Care. We offer exceptional, specialised and highly valued care, serving our local community of people affected by life-limiting illness or bereavement, across Herts and Bucks.

Our merger is bringing together the best of both organisations so that we can:

- **Serve** - provide a wider range of services to support people in West Herts and Bucks to live as well as possible as they near the end of their lives.
- **Reach** - develop new and enhanced services to reach all sections of the local community and meet their changing needs.
- **Strengthen** – use our strengthened combined voice to secure the resources needed to ensure every local person receives the care they need, when they need it.

About the role

As a member of the Charity's Leadership Team, you are responsible for contributing to the ongoing development of our culture by embracing our vision, role modelling our values and driving positive colleague engagement.

As a member of the People Directorate Leadership Team, you are responsible for developing and delivering Learning and Colleague Engagement strategies, frameworks and plans that drive a positive employee (c370 people) and volunteer (c1600 people) experience, resulting in a job ready and engaged workforce.

This is a new post and responsibilities and accountabilities will be refined over time. You'll be responsible and accountable for:

Learning & Development

- Developing the Learning strategy across the organisation.
- Identifying and putting plans in place to address the learning and development needs of all clinical and non-clinical employees and volunteers at all levels (including induction, management and leadership development)

- Setting the frameworks for monitoring and recording all learning activity, ensuring reports are provided to Committees as required.
- Line managing a team of clinical and non-clinical educators
- Managing the learning and colleague engagement budgets effectively.
- Representing Rennie Gove Peace externally and actively contribute to partnerships and collaborative learning and development activities.
- Generating revenue opportunities through the provision of a variety of external learning and development activities and explore external funding that is available.
- Developing career development opportunities e.g. apprenticeships.
- Championing and developing digital solutions for learning and colleague engagement.
- Drive Information Governance training across Rennie Grove Peace for all employees and volunteers as appropriate, undertaking a training needs analysis to ensure the correct level of training and support is provided.
- Working with the Clinical Leadership Team and Clinical Training Team to ensure:
 - Additional training is identified in response to clinical audit, incidents, complaints and meeting the requirements of the Care Quality Commission (CQC facilitated clinical supervision framework is in place.
 - reporting on learning for clinical governance meetings is in place.
 - an annual clinical education conference is provided.
 - a framework is in place for student placements.
 - a programme of care home and outreach education is in place.

Colleague Engagement

- Developing the Colleague Engagement strategy across the organisation.
- Identifying and putting plans in place to address the communication needs of employees and volunteers at all levels (including organisational, culture and leadership comms not local and tactical comms).
- Deploying Rennie Grove Peace's chosen Listening Tool then understanding the results and collaborating with colleagues to drive workplace improvement.
- Working in partnership with marketing team to ensure organisational comms are aligned with other internal communications in both tone of voice and the process/rhythm of delivery.
- Leading on implementing People interventions to develop the Rennie Grove Peace culture; including but not limited to recognition and wellbeing plans/strategies.

Line management

- Recruiting, selecting and retaining staff and volunteers with the right skills to deliver organisational strategy in line with the values.
- Performing all people management responsibilities on time, supported by Rennie Grove Peace policies and procedures, including absence management, performance management, disciplinary and grievances.
- Supporting personal development through coaching/support and training.

Standard clauses

Professional/Personal Compliance with all Rennie Grove Peace Policies and procedures.

- Maintain required organisational standards for all mandatory training.
- Keep up to date with current legislation, professional practice issues and relevant developments in palliative care and bereavement.

- Maintain and improve professional competence by attending training courses, study days and conferences as appropriate.
- Demonstrate ongoing personal and professional development in accordance with annual Individual Progress Review (IPR) system.
- Ensure that information (in any form) relating to patients, staff, volunteers, customers and supporters is protected and treated confidentially at all times and complies with current data protection laws.
- If handling patient data, you should be aware of the Caldicott principles: You should be able to justify the purpose(s) of every proposed use or transfer. Don't use it unless it is absolutely necessary and use the minimum necessary.
- Attend relevant meetings as appropriate.

Health and safety

- Make sure our employees and volunteers are trained in fire, evacuation, health and safety, and can do their roles safely.
- Understand fire regulations and the action to be taken in the event of a fire.
- Report any accidents / incidents at work and record adverse incidents as appropriate.
- Follow all infection control policies and guidelines, ensuring our workforce appreciate preventing healthcare acquired infections and infection control is the responsibility of all.
- Adhere to the safeguarding of vulnerable adults and children policies and procedures.

What you'll bring



Essential

- Experience of developing learning strategies and operational plans in a healthcare setting.
- Experience of developing colleague engagement and internal communications strategies and operational plans, articulating clear aims to shape longer term plans.
- Recognised qualification in learning & development or equivalent demonstrable job experience.
- Strong facilitation skills and experience of working with internal stakeholders at all levels, across an organisation.
- Experience of leading internal communications around change, often involving highly confidential and sensitive information.
- Experience of identifying, planning and evaluating learning and development activities across all departments in an organisation.
- Experience of leading learning and development for senior level employees, including leadership development.
- Strong people leader, managing performance and developing team members.
- Knowledge of healthcare/palliative care issues.
- Can demonstrate input to developing culture and improving colleague engagement.
- Project management experience, with strong organisational skills and attention to detail.
- Skilled at delivering well written communications adopting organisational language and style and demonstrating accuracy and attention to detail: both in gathering and disseminating information.
- Experience in advising on mandatory training and compliance.

- Proficient in IT including Microsoft Word, Excel and PowerPoint and technology packages that support learning and engagement interventions.
- Exceptional interpersonal and communication skills, and able to comfortably operate and lead in a multistakeholder organisation.
- A natural relationship builder, able to work collaboratively, balancing operational and strategic responsibilities.
- Ability to present at all levels including the Leadership Team and Board of Trustees.
- Sensitivity and understanding to the needs of your team and customers, many of whom may have experienced RGP services.
- Fostering our values and an inclusive culture, championing diversity and inclusion across the organisation and beyond actively leading on our commitment to equity, diversity and inclusion.

Desirable

- Experience of building relationships with external organisations and agencies.
- Experience of supporting embedding/developing organisational culture.
- Experience of successful budget management.
- Experience of working with volunteers and delivering a great volunteer engagement experience.
- Coaching skills.
- Good understanding of communication tools which might include the use of social media, content management and image editing

This role will suit someone who

- Has a strong track record of leading the development and delivery of impactful learning and colleague engagement strategies.
- Is a strategic and operational thinker and leader.
- Is passionate about learning, engagement and individual growth.
- Is flexible and enjoys variety.
- Can build trusting, empathetic, supportive and caring relationships.

A bit more about the role



Hours and location

- You'll work 37.5 hours a week. We're happy to consider requests for flexible working, minimum 30 hours a week.
- Working at all Rennie Grove Peace offices is required to carry out this role but there are opportunities for a blended approach to home and office working, while ensuring business needs are met.
- You'll be based at Rennie House, Unit 3 Tring Industrial Estate, Icknield Way, Tring, Herts, HP23 4JX.

Reporting lines

- You'll report to the Director of People.
- You'll be leading the Learning and Colleague Engagement team.
- You'll be working closely with colleagues at all levels across the organisation.

A few other important requirements of the role

- Manual handling and/or heavy lifting: No
- Full, current valid UK driving licence: Yes
- Access to a vehicle which can be used for work purposes: Yes
- Car insurance, including business cover: Yes
- Disclosure and Barring Services Check: Enhanced check

Other information

- This job description will be reviewed as part of your annual appraisal (IPR) and is not intended to be a complete list of responsibilities. To meet the ever-changing needs of the service you may be required to perform other duties within your capacity, appropriate with your grade, competence, professional qualifications, and general level of responsibility within the organisation.
- Further information on employee benefits can be found [here](#).
- Rennie Grove Peace commits to:
 - Encouraging equality, diversity, and inclusion (EDI) in the workplace.
 - Creating an environment in which individual differences and the contributions of our staff, potential staff and volunteers are recognised and valued and people are treated with dignity and respect. Applying the EDI Policy across all areas of recruitment, training, promotion, transfers, terms and conditions of employment, grievance and disciplinary procedures and decisions.
 - Employing the best qualified staff based on aptitude and ability regardless of their background, providing equal opportunity for the advancement of all, including promotion and training.
- Rennie Grove Peace believes in providing appropriate training and development for all employees and you're encouraged to attend appropriate courses (internal and external).
- Rennie Grove Peace provides a high-quality service thanks to the enthusiasm and commitment of both staff and volunteers. We expect all staff to work positively alongside our volunteers and demonstrate our values (currently in development.)
- You will carry out your duties according to our Rennie Grove Peace philosophy, always acting in such a manner to justify public trust and confidence and to safeguard the interests and confidentiality of individual patients and their families.
- You should be always aware of the confidential nature of our work of Rennie Grove Peace.
- Rennie Grove Peace is a smoke-free organisation.