

JOB DESCRIPTION

Post	Learning & Development Officer
Reporting to	Director of People & OD
Accountable to	Executive Leadership Team
Contract type	Permanent
Location	Whittington
Hours	37.5 hours per week
Annual salary	Starting from C1 £28,176 with the ability to progress to C3 £31,217

Job purpose
<p>The Learning & Development Officer is responsible for working closely with the Director of People & Organisational Development in supporting the design, delivery and development of the education and training across the hospice group.</p> <p>They will coordinate and organise all in house and external training programmes, maintain accurate records, monitor compliance and support a learning culture across St Giles. They will provide full support for preparing documentation, ensuring all tasks are completed to a high standard and deadlines are met.</p> <p>Additional responsibilities include assisting with delivering learning sessions, handling and dealing with all requests that come through the L&D department, supporting with data, audit, evaluations and coordinating all invoices.</p> <p>They will provide essential administrative support to ensure the smooth, efficient delivery of St Giles learning and development initiatives to ensure we remain compliant through regulatory standards and frameworks.</p> <p>The role will also maintain effective working relationships across the hospice to support efficient service delivery.</p>

Key tasks and responsibilities
<p>The role entails but is not limited to:</p> <p>Employee Education & Training (including external education)</p> <ul style="list-style-type: none"> • To coordinate internal study days and webinars, including scheduling of dates, arranging facilitators, room bookings and creating agendas where necessary • To ensure lesson plans and presentations, as appropriate, are received in good time and that these are stored as required, ready for use on the day of training • To ensure all training and education content is in line with St Giles brand • To create flyers and emails to promote the learning opportunities to the relevant employees, in conjunction with the Marketing & Communications Department • To work closely with all departments to advise when training and competencies for staff are due for completion • To coordinate staff booking requests, cancellations and changes and create attendance lists for all sessions • To provide on the day support for study days and webinars as appropriate

- To develop course evaluations, collate the results and share with the facilitators as appropriate, highlighting any areas of concern and ensuring feedback is received on improvements/changes, if applicable.
- To create and send attendance certificates to all delegates on completion of their training
- To ensure all training activity is accurately recorded on the employee training system
- To keep a clear log of all further education and other external training requests from employees, distribute training agreements and other correspondence as appropriate and ensure signed agreements are returned and logged as required
- To support the recording and reporting of apprenticeships in conjunction with the Director of People & OD
- Schedule, organise, and communicate training sessions (face-to-face and virtual) across regions using systems provided.
- Liaise with L&D Partners, managers, and staff to ensure maximum attendance and minimise disruption to service delivery.
- Maintain the L&D calendar/schedule and ensure available to managers in an agreed appropriate time frame.
- Generate compliance reports for managers, senior leaders, and regulatory bodies.
- Support audits and inspections by providing accurate and timely evidence of training records
- To support gaining funds for apprenticeships in conjunction with the Director of People & OD
- To maintain accurate records to monitor and report on employee attendance
- Ensure the clinical, medical and non-clinical competency frameworks are kept up to date and reflect individual training records
- Support with the preparation and administration of training needs analysis

eLearning

- To manage the eLearning system, ensuring modules are allocated correctly
- To set up new users, deactivate leavers and support with login and other general queries
- To maintain accurate records for all hospice group staff
- Track and report on training completion across the hospice group.

Workforce Surveys

- Support with surveys across the hospice through the relevant system as and when required.

Students and Placements

- To manage and coordinate all clinical placements in conjunction with the Higher Education Institutions and St Giles clinical leads as appropriate
- To monitor all clinical placement contracts, in conjunction with the Director of People & OD
- To coordinate all experience/shadowing day requests for clinical from healthcare professionals, in conjunction with clinical leads
- To maintain accurate records to monitor and report on clinical placements
- To provide on the day support where required

Learning & Organisational Development Reporting

- To respond to internal & external enquiries and to monitor the Education Dept mailbox, responding appropriately to emails and storing information as necessary
- Produce and analyse audits and analysis providing narrative where appropriate to the Deputy Director of People and Organisational Development as part of Board Assurance Committees and any external stakeholders.

Research

- To coordinate the end-to-end process for all research related projects including preparing all applications for the Research Assurance Committee.

Key relationships:

- External stakeholders such as universities and NHS Trusts
- Director of People and Organisational Development
- People and Organisational Development team
- Executive Leadership team
- Senior Management Team
- Managers
- Employees
- Bank Workers and Volunteers

MAIN CONDITIONS OF SERVICE

Our vision and values

All staff must commit to our vision and values and exhibit behaviours in line with these. We have adopted five core values that have been developed through engagement with our volunteers, staff, patients and families. These are the values that characterise all that we do and our behaviours with our patients and families, and each other.

Our values:

- We care
- We are trustworthy
- We work together
- We are creative
- We take pride

These values underpin everything we do and we expect all staff at St Giles, in all capacities - employees, bank staff, contractors, agency staff, those who hold honorary contracts, students and volunteers - to share and uphold these values. Each value is supported by behavioural standards and employees will be expected to display these behaviours at all times.

We also expect that everyone who works here shall act in such a manner as to justify public trust and confidence and to uphold and enhance the good standing and reputation of St Giles Hospice. Individuals must therefore always carry out their duties with due regard to the Hospice's Equality and Diversity Policy.

Research and Development

At St Giles we are committed to continually improving the service that we offer through development and research. To achieve this, we expect all employees to:

- commit to engage in research, audit and service improvement
- approach practice with an evidence base
- maintain professional development and learning in relation to your role

Mandatory training

All staff must complete ongoing mandatory and role-specific training pertinent to their post, and this should be confirmed with their line manager.

Health and safety

Staff are required to observe local health and safety arrangements and take reasonable care of themselves and persons who may be affected by their work.

Equal opportunities

Staff are required to comply with the St Giles Hospice approach to equal opportunities and treat everyone the same, regardless of their gender, race, disability, marital status, religion or belief, sexual orientation, gender reassignment, pregnancy and maternity or age.

Infection prevention and control

Staff must adhere to current policies and procedures on infection prevention and control to ensure that they are aware of these provisions. It is not intended to be an exhaustive list of responsibilities, but more an outline framework against which staff and managers have flexibility to develop and define the detail of the work undertaken.

Information governance

Staff are required to keep all patient and staff information confidential unless disclosure is expressly authorised by your employer. Misuse of or a failure to properly safeguard any data considered to be confidential may be regarded as misconduct/gross misconduct and a disciplinary offence.

Patient and family experience

Staff should ensure that they help to create a positive patient and family experience at all stages of a patient's interaction with the hospice and help to improve the patient experience within the hospice or community environment.

Safeguarding children and vulnerable adults

All employees have a responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role.

Person specification

The person specification sets out the essential qualifications, experience, skills, knowledge, personal attributes and other requirements, which the post holder requires to perform the job to a satisfactory level. Without these qualities, the applicant cannot be appointed to the post.

The use of Artificial Intelligence (AI)

The use of AI is not permitted during interviews. If you use AI or other tools to support your application, it must reflect your own skills, knowledge and experience. Supporting information should be in your own words. AI can assist with drafting but may produce inaccurate content. Applications that rely heavily on AI may lack authenticity as well as reducing your chances of being successful.

Qualifications	<p>Essential</p> <ul style="list-style-type: none"> • Good level of education including Maths & English <p>Desirable</p> <ul style="list-style-type: none"> • Relevant professional qualifications would be an advantage
Knowledge and experience	<p>Essential</p> <ul style="list-style-type: none"> • Have a clear understanding and knowledge of Bluestream learning system • Previous experience in a learning and development role • Knowledge and understanding of CQC regulations • Experience with learning management systems/platforms • Knowledge of the full training cycle, from design to delivery • Understanding of the importance of training in ensuring safe and effective care to patients • Awareness of the need for confidentiality in accordance with Data Protection Act and local guidelines <p>Desirable</p> <ul style="list-style-type: none"> • Experience in the charitable sector
Values	<ul style="list-style-type: none"> • Exhibits our hospice values and behaviours
Skills	<p>Essential</p> <ul style="list-style-type: none"> • Strong project management skills • Excellent communication skills • Ability to assess training needs and provide recommendations based on organisational goals • Proficiency with MS Office (PowerPoint, Excel, Word & MS Teams) • Strong organisational skills and attention to detail • Familiarity with competency frameworks • Experience in a co-ordination ideally within learning & development.
Personal Attributes	<ul style="list-style-type: none"> • Empathetic • Team player • Able to work under pressure • Collaborative • Ambassador for St Giles Hospice
Other requirements	<ul style="list-style-type: none"> • Valid driving licence • Eligibility to work in the UK • Please note that St Giles Hospice does not hold a sponsorship licence and is therefore unable to accept sponsorship requests

Benefits
Pay and conditions
- Up to 33 days holiday plus bank holidays (Pro-rata for part time employees)

- Eligible clinical staff transferring from the NHS will have their continuous service and annual leave recognised for up to 10 years and can continue their NHS pension contributions
- Group pension scheme, matching contributions of up to 8%
- Life assurance scheme, up to the state pension age
- Enhanced sick pay, rising with service

Training and development

- A dedicated on-site Education team offering training and development opportunities

Health and wellbeing

- The Hub Wellness Support
- Eligibility for flu vaccine
- Employee Assistance Programme
- Access to Mental Health First Aiders
- Cycle to work scheme

Family friendly

- Enhanced Maternity and Paternity benefits
- Shared Parental Leave
- Supportive Time off policy

Other benefits

- Access to an employee shopping discount scheme
- Free on-site parking

Working Environment

This post is based on site.

This job description is intended to describe the main features of the role. It is therefore not exhaustive and incumbents may be asked to perform additional duties outside of their job description in the interest of the Hospice.

Data Privacy

Please note that any personal data submitted to St Giles Hospice as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation, for more information regarding GDPR please see:

<https://www.gov.uk/government/publications/guide-to-the-general-data-protection-regulation>

Equality of opportunity

Entry into employment with St Giles Hospice and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

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