JOB DESCRIPTION

Post: **Head of Learning & Development**

Location: **Head Office**

Accountable to: **Managing Director**

Direct Reports: **Quality and Compliance Manager**

WORKPLACE VALUES

The post holder will be expected to operate in line with our workplace values, which have been co-produced by individuals who use our services.

Our core values:

- **Big Hearted:** we say that we are proud of the quality of care, empathy and kindness we offer to the people we support and each other
- **Count on Us:** we act in a way that you can rely on us to be able to meet the needs of the people we support and each other
- **Together as One:** we say that we take pride in working as a team to deliver a very person-centred service
- **People Focused:** we recognise the importance of transparency, trust, recognition and development within our workforce.

JOB PURPOSE

Lead on learning and development for the organisation, enabling delivery of the workforce development plan to transition towards the realisation of our aspiration to evolve into a learning organisation.

Underpin the learning and development programme by reviewing and implementing the quality assurance programme, line managing the quality and compliance Manager ensuring that the operational teams deliver professional standards and models of best practice and high standards of compliance and health and safety.

KEY ACCOUNTABILITIES

Learning and Development

1. Lead Learning and Development company-wide and work with the Head of Human Resources to deliver the workforce development plan to transition towards the realisation of our aspiration to evolve into a learning organisation.

2. Identify current and future skills requirements of the organisation to constantly evolve and develop.

3. Design capability frameworks and conduct training needs analyses. Deliver appropriate, blended learning solutions to meet individuals and teams training requirements.

4. Drive a culture of continuous professional development, leading on mandatory & specialist training for the company, ensuring compliance and meeting business needs.

5. Implement an appropriate quality assurance system for all learning and development.

Quality & Compliance

6. Review, develop and implement the company's quality assurance (QA) framework to ensure robust systems and processes are in place to ensure that learning and risks at all levels across the business are appropriately managed.

7. Oversee standards for all external assessments and provide management support in preparation for CQC inspections.

8. Provide oversight to ensure policies and procedures are relevant, updated by the appropriate manager and fully compliant with all legislative and contractual requirements and reflect best practices.

9. Ensure all company information (within area of responsibility), processes and systems are GDPR compliant.

10. To lead the commissioning of annual CQC mock inspections and quarterly statutory health & safety audits; providing leadership to managers to ensure the actions from audits and inspections are implemented promptly.

Engagement

11. Lead on stakeholder engagement and feedback to actively support the business to improve and develop its services in line with customer and commissioners' expectations.

12. Lead officer for ensuring the company complaints, safeguarding and care concerns processes are compliant, and learning is embedded.

Health & Safety and safeguarding

13. Oversee the organisation's health and safety management, ensuring that the principles of learning and development are embedded.

14. Oversee the monitoring of incidents, accidents, safeguarding, near misses and complaints ensuring statutory reporting is being met and learning embedded.

15. Provide Independent oversight of all safeguarding & incident investigations, and be lead liaison with professional bodies if required; ensuring investigating managers are appropriately supported and trained to conduct quality independent investigations and learning outcomes.

Management

16. Line manage the Quality & Compliance Manager.

17. As part of the Senior Leadership Team, work collaboratively to produce and deliver the company's strategic plan.

18. Prepare and present reports to the Board.

SPECIAL CONDITIONS

- Must be able to fulfil the travel requirements for this post
- Occasional unsociable hours such as early evenings/ weekends
- Enhanced DBS check.

QUALIFICATIONS AND EXPERIENCE

See Person Specification.

GENERAL

The post holder will be expected to work flexibly, and the exact nature of the duties described above is subject to periodic review and is liable to change. The post holder will be self-motivated and will effectively prioritise activity to achieve the maximum benefit.

This job description is a representative document. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and its grading.

All employees are responsible for the implementation of the Health & Safety Policy as far as it affects them, colleagues and others who may be affected by their work. The post holder is also expected to monitor the effectiveness of the health and safety arrangements and systems to ensure appropriate improvements are made where necessary.

The organisation has approved an equality and diversity policy in employment and copies are freely available to all employees. The post holder will be expected to comply, observe and promote the equality and diversity policies of the organisation.

Due to the nature of the post, the individual will be required to undertake any checks as required under Safeguarding and/or relevant employment legislation.

Since confidential information is involved with the duties of this post, the post holder will always be required to exercise discretion and to observe relevant codes of conduct, codes of practice and legislation in relation to the General Data Protection Regulations.

Prepared by: Managing Director
Date: February 2023

Jobholder Requirements – Head of Learning & Development	Essential	Desirable
Qualification/Training		
A degree or comparable formal management qualification in the health and social care sector	✓	
Registered Manager award		✓
Health and safety qualification		✓
Experience		
Learning and development within the social care sector		✓
Solid operational experience within a health/social care environment with a clear focus on quality and compliance	✓	
Experience in developing quality assurance frameworks, implementing quality and compliance systems and auditing	✓	
Leadership experience of working in partnership and creating innovative approaches to improving services	✓	
Working within a senior team and reporting to a Board	✓	
Budget management	✓	
Setting, monitoring and managing key performance indicators to satisfy business and commissioning requirements	✓	
Experience in turning statutory guidance into policies and procedures	✓	
Experience in stakeholder engagement	✓	
Knowledge		
Excellent knowledge of operations within health and social care, particularly CQC registered services	✓	
Learning and Development in the context of a social care setting or comparable industry	✓	
Excellent knowledge of Safeguarding	✓	
Knowledge of health and safety in a care setting or comparable sector	✓	
Knowledge of CQC legislation and ability to advise managers and the Senior Leadership Team on best practice	✓	
Skills / Attributes/ Aptitude		
Strong and supportive leadership skills	✓	
Highly effective communication skills	✓	
Strong organisational skills	✓	
Effective influencing skills	✓	
Ability to deliver, innovate and work effectively with all stakeholders	✓	
Shares and demonstrates our Company values and behaviours	✓	
Specific Requirements		
UK driving licence with access to own vehicle		✓
Ability to work occasional unsocial hours	✓	