

Talent and Learning Manager

Central Services

Overview	
Role Purpose	<p>To ensure an efficient, effective, customer focused Talent and Learning service across NHG.</p> <p>To add value to the business by developing a range of talent management interventions, and a learning service that supports the business to meet its external requirements, strategic and departmental objectives.</p> <p>To help transform the workforce by improving capability, productivity, diversity and engagement, with a specific focus on manager capability.</p> <p>To present innovative talent and learning options and solutions for consideration.</p> <p>As the organisational expert, to coach, train and educate managers to empower them to manage and progress their staff effectively.</p>
Responsible for	Developing and delivering an effective and value adding Talent and Learning service across NHG.
Reports to	Assistant Director of HR
Line management	Talent Adviser Learning Adviser Digital Learning Adviser Talent and Learning Assistant
Date	September 2020

Role relationships	
Internal	Executive Directors, Directors, Heads of Service, managers and staff, staff networks, staff and partnership forums and representatives
External	Specialist consultants and suppliers, partner organisations, working groups and forums

Role accountabilities
<p>Talent management, succession and workforce planning</p> <ul style="list-style-type: none"> Lead on continued development and support the HR Business Partners to embed NHG management and staff behaviours and expectations across the organisation, with a specific focus on improving management capability and the diversity of the workforce Develop and manage internal and external leadership, management and corporate development programmes Contribute to the continued development and management of the appraisal and performance improvement processes

Role accountabilities

- Advise and coach HR colleagues and managers on talent and learning strategies, policies and procedures, systems and best practice
- Support the Senior HR Business Partners and Assistant Directors of HR to develop proactive talent management, career and succession planning strategies to meet current and future business needs. Ensure the any impact on employment terms and conditions are clearly thought through and support the implementation of these.
- Develop a range of entry route options into NHG including volunteers, work placements, apprenticeships and interns, to build a diverse pool of talent. Ensure the any impact on employment terms and conditions are clearly thought through and work with the Recruitment Manager to ensure fit with the NHG employer brand
- Develop, implement and oversee the apprenticeship strategy, ensuring that apprenticeship levy and other sources of funds are optimised
- Support the HR business partners to develop medium to long term workforce plans aiming to maximise attraction and retention of a quality and diverse pool of candidates and staff, inclusive of internal succession planning

Learning services

- Manage and continually review all statutory, mandatory and corporate learning delivery, maintaining a programme that supports current and future business needs, ensures compliance with regulatory requirements, is accessible to a diverse workforce, and delivers value for money
- Manage all relevant learning data, including attendance records, job-based learning information and qualifications, ensuring that it supports the development of a professional and skilled workforce, and is accurate and available for audit, inspection and compliance purposes
- Provide specialist advice and support the development and implementation of learning interventions to HR colleagues and managers; support sourcing for local learning needs using appropriate and engaging delivery methods exploiting digital and blended learning
- Support the business to commission, procure and evaluate external supplier provision. Identify opportunities to drive up quality, leverage learning spend and deliver fit for purpose learning solutions
- Integrate, monitor and manage accurate learning systems eg: HRIS, LMS and eLearning platforms, that provide quality data and report to meet business needs
- Make recommendations for system improvements; commission and roll-out new learning resources that meet business and audit needs
- Ensure that the team provides a professional administration service of all learning activities
- Prepare reports, and where required presentations
- Ensure that all relevant administration and data is keep up to date, accurate and filed and stored accordingly
- Manage relevant HR budgets ensuring costs are controlled and value for money achieved

Project work

- Undertake project work as required, as follows:
 - Scope and define project requirements
 - Deliver work to agreed timeframes

Role accountabilities

- Ensure that any barriers to timely and effective implementation are identified and removed
- Manage and lead resources; identify and manage risks and issues.

Evaluate outcomes and make recommendations for further improvements

General

- Ensure that all diversity and inclusion implications are considered in the development policies, processes and strategies and in personal conduct across NHG
- Manage and lead teams and the wider HR department in accordance with NHG manager expectations
- Follow the financial regulations, policies and procedures at NHG
- Follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of other
- Undertake corporate responsibilities as required, including leading investigations and hearings in formal processes across the business

The tasks and responsibilities outlined above are not exhaustive, the post holder may undertake other duties as is reasonably required.

How do you meet the role requirements?

To do the job well, we have outlined the key behaviours we'll expect of you, and the knowledge, experience and skills you need to do the job. You'll be assessed on these criteria at various stages throughout the selection process.

Role behaviours

Customer focus	<ul style="list-style-type: none"> ● Commit to providing the best service to customers, set realistic expectations, keep your promises, and act with integrity always. ● Commercial awareness / VFM in everything people do
Accountability and delivery	<ul style="list-style-type: none"> ● Be accountable for the accuracy and completeness of your work, remaining calm under pressure, making informed and reasonable decisions.
Service improvement	<ul style="list-style-type: none"> ● Approach your work with rigour, challenging yourself to identify opportunities for service improvement, working in partnership with others to make NHG better for customers and colleagues.
Communication and inclusion	<ul style="list-style-type: none"> ● Communicate clearly and openly, including all and celebrating differences, listening and responding positively to others.
Management	<ul style="list-style-type: none"> ● Lead by example and with empathy, ensuring your team deliver on their promises; getting the best from your staff by offering them appropriate support, guidance, and development.

As NHG develops a new competency framework, behaviours for individual roles will be aligned as appropriate.

Essential knowledge, experience and skills

<p>Professional expertise (know how & experience)</p>	<ul style="list-style-type: none"> • Solid experience of developing and implementing/ commissioning organisational wide strategies and initiatives (ideally both talent and learning) • Substantial management experience within an HR environment, including staff and budget management • Good working knowledge of employment legislation and demonstrable experience of applying this to day to day work and policy/strategy development • Experience of designing training courses or workshops
<p>Skills</p>	<ul style="list-style-type: none"> • Exceptional communication, listening and influencing skills with a range of staff, customers and senior leaders • Project management skills • Excellent data analysis and report writing skills including recommending solutions
<p>Qualifications and/or professional membership</p>	<ul style="list-style-type: none"> • CIPD qualified (Level 7) or equivalent qualification or significant demonstrable experience.

Role requirements	
DBS	<ul style="list-style-type: none"> • None
Data and information processing	<ul style="list-style-type: none"> • Information & Data User
Data protection role	<ul style="list-style-type: none"> • Data Owner