**Job title:** Leadership and Development Manager

**Responsible to:** Head of Learning and Development

**Responsible for** Supporting with our drive to improve leadership capability and reduce line manager dissatisfaction.

**Accountable to: Head of Learning and Development**

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**Our Values**

## Fulfilling Lives is our core purpose.

## Every one of us makes a difference is the belief that drives us

## Caring, Passionate and Teamwork are the values that underpin everything we do.

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## Job Summary

The role exists to support the operations and the care, quality & regulatory governance teams in providing industry leading learning solutions.

### Key Responsibilities

* Working with the Head of L&D to look at existing opportunities to help deliver the People Plan
* Being an ambassador for all things leadership, leading the strategy, implementation, driving focus and change, putting leadership at the top of the agenda.
* Managing the content, delivery, process and data for the Leadership Programmes
* Continually looking for ways to enhance the programmes through gaining feedback and suggestions, being aware of the changing leadership profiles, models in the field.
* Finding the needs of leaders through Training Needs Analysis, working with HR Op’s to gain needs through the Talent process and via performance review data
* Delivery of Leadership training to business via various methods including Face to Face, Teams, webinar, blogs, articles etc
* Ensuring all new leaders get a great experience by designing programmes, pathways etc.
* National travel required approx. 1 day a week.
* Developing the Support centre leadership capability
* Communicating courses, opportunities to homes to ensure Maximum attendance at all leadership training events.
* Working with the LMS team to create pathways for leadership programmes – tracking attendance, exit interviews for those who do not continue.
* Working with quality to build on the courses we offer to add real value to our quality of care.
* Working with the LMS content manager to help create eLearning programmes
* Ensuring SME’s support the programmes by running core skills modules & gaining dates to book the sessions in
* Working with senior leaders in the business to arrange welcome sessions for Home Managers and other training events
* Managing the Performance Management cycle (appraisal) process and communication
* Working with the apprenticeship coordinator to source the correct qualifications for programmes
* Creation & delivery of bitesize leadership sessions
* Managing the Mentoring Programme for the business & Train the Trainer sessions
* Sourcing senior leadership training / coaches for Connaught House leaders
* Supporting the Home Manager Welcome event with organisation and delivery with the Head of L&D
* Supporting / delivering New Build training face to face with the Head of L&D
* Working with homes in project groups and forums to ensure that the new solutions are fit for business.
* Managing the L&D Trainer
* End to end management of the projects including creating the project groups, proposals, budget requirements, creation, engagement, training, implementation, and monitoring results.
* Communicating with other L&D / HR team members and other departments to work on new initiatives and how we develop, deliver and monitor success.
* Sourcing and working with suppliers and looking for improvements.
* Analysing data to see where we need improvements.
* The above list is the majority of what is required, but as the business needs change the role may be required to complete activities outside of this remit.

**Safeguarding of Vulnerable Adults / Mental Capacity Act**

To complete training on Safeguarding of Vulnerable Adults and the Mental Capacity Act and be able to understand and implement SVA and MHA policies and procedures taking responsibility for reporting any safeguarding concerns to the senior person on duty or on-call RD

### Health and Safety

As an employee of Care UK, the post holder has a duty under the Health and Safety at Work Act 1974, to:

* Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.
* Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures of the organisation, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.
* To ensure that adequate measures are taken to protect the health and safety of all staff including the maintenance and upkeep of a safe environment.

**Data Protection**

The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act and the company’s ISO27001 accreditation.  This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorised persons or organisations as instructed.

* This list of duties and responsibilities is by not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.
* This job description is subject to regular review and appropriate modification

I confirm I have read and understand this Job Description

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| **Name of postholder** |
| **Signature**  |
| **Date** |

##### Person specification

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| **Criteria** | **Essential** | **Desirable** |
| Qualifications |  | GCSEs (or equivalent) including Mathematics and English.* CIPD L3 /5 or other L&D Qual
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| Experience | * L&D Experience
* Delivery of Leadership training
* Awareness of leadership models from many books/ sources
* Delivery of projects
* Line Management
* Proven success in Leadership development
* Project groups/steering groups
* Reporting / data analysis
 | * Worked in social care setting
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| **Technical Skills** | * Proficiency in Microsoft Office, including PowerPoint, Word and Excel
* Using LMS system
* PowerPoint
* Data processing skills including ability to identify trends and patterns and to provide recommendations on available evidence.
* Zoom use / Teams
 | * Excel use
* InDesign
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| **Personal Qualities** | * Self-motivated, flexible and enthusiastic
* Growth mindset
* Challenges the norm
* ‘Can do’ attitude
* Engaging, warm and personable
* Strong organisation skills
* Excellent communication skills
* Positive, proactive approach
* Driven and drives the team forward
* Excellent time management
* Ability to manage several projects at once
 | * Commitment to self-learning and development
* Works collaboratively with others sharing ideas and information at all times
* Leadership skills and capability
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