

# Learning and Development Manager

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**Department: Children, Young People, Education & Skills (CYPES)**

**Division: Children's Social Care**

**Reports to: Quality Assurance Manager**

**JE Reference: CYP1002**

**Grade: CS12**

## Job purpose

Our ambition is to become a continuous learning organisation. This role is responsible for implementing and overseeing the learning and development fundamentals for the service which includes individualised development plans for all staff in Children's Social Care as well as career development pathways.

Lead the development and implementation of learning, strategies and training programmes across services within the Children's Social Care Department and co-ordinate the completion and use of the department's training needs analysis (TNA), in order to support the department's business transformation programmes and improved, high quality service outcomes.

Develop, communicate and implement the vision for the department's learning and development programmes, overseeing the design and implementation of e-learning courses, Continuous Professional Development plans and development workshops, and building strong and effective relationships with staff, corporate HR, key partner agencies and external consultants/service providers.

## Job specific outcomes

1. Lead on the learning and development requirements for all staff including strategic training plans for the Department which align to corporate strategies. Working with senior members of Children's Social Care, and, where appropriate, across States Departments, to identify and report on training and development needs, priorities and programmes and to ensure that they are aligned with the corporate objectives and deliver improved outcomes for Children & families.
2. Prepare, deliver, manage and report on an annual departmental learning and development plan based on essential learning needs and priorities, including Learning Circles, individuals' performance and appraisal systems, training needs analysis and the department's business plan, to deliver improved outcomes.
3. Manage and co-ordinate the delivery and logistics of training events and programmes for all of Children's Social Care, including the provision of an online platform that will list all training available within the department and be available to

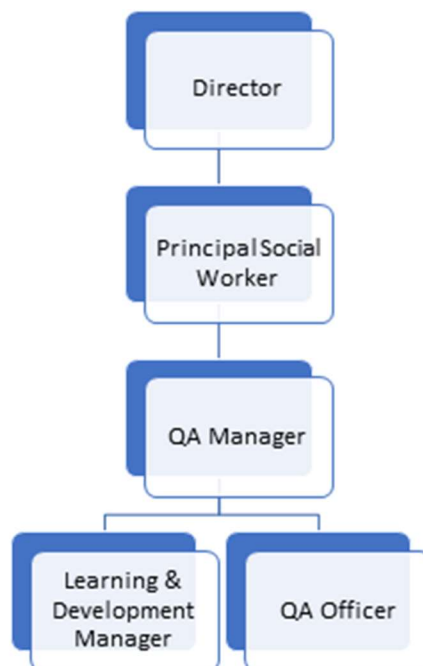
all Children's Social Care staff, in order to ensure that all staff receive the training that they need to deliver their role as well as they possibly can and fulfil their personal potential.

4. Engage with the corporate on-line e-learning provision (Virtual College), to develop options to create and offer Children's Social Care on-line training tools and to provide all staff with access to the relevant online skills training programmes. Ensuring that all training and learning is recorded through the virtual college.
5. To develop, update and review a comprehensive training plan for Children's Social Care staff. Ensuring that this is aligned and underpins the improvement journey, the Practice Standards and Quality Assurance Framework.
6. Manage both the Assessed and Supported Year in Employment Programme for Newly Qualified Social Workers and the Practice Teacher and Student Placement Programme, ensuring that all supervisors and teams are aware of the Skills for Care procedures, and working to ensure the programmes are meeting their stated objectives and the required standards.
7. Develop strong relationships with Highlands College to enable the development programme for trainee Social Workers based in Jersey by providing experience placements in Children's Social Care. Including membership and attendance at the Social Work Board.
8. Respond to any internal queries regarding training and development plans and external queries from the public regarding routes into the department's professions, also acting as the key liaison for social work staff on professional and post graduate training, in order to provide relevant information and support to those requiring it.
9. Source and provide relevant, high quality training to all staff across Children's Social Care, including commissioning of external training, lunch and learn sessions and multi-agency training in collaboration with the Safeguarding Partnerships Board.
10. Manage, monitor and report on training budgets and resources to senior leadership within Children's social care to ensure the delivery of value for money learning, training and development opportunities to fit departmental and government wide priorities.
11. Manage the appointment of and relationships with external and internal training providers, ensuring high quality delivery of training and value for money.

## Statutory responsibilities

- The postholder will have to comply with all relevant States Laws, such as the Health and Safety at Work (Jersey) Law 1989 and any other associated legislation, Standing Orders, Financial Directions, and other relevant Codes of Practice, in respect of managing the key project deliverables of programmes and costs through the active management of procurement, approval, financial and administrative procedures.
- To be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work (Jersey) Law, 1989
- To work in accordance with the Data Protection (Jersey) Law;
- This role is politically restricted. The jobholder is not permitted to undertake political activity involving standing for election to the States or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

## Organisation Chart



## Person Specification

Specific to the Role		
Attributes	Essential	Desirable
<p><b>Qualifications:</b> Please state the level of education and professional qualifications and / or specific occupational training required</p>	<p>Certified member of a recognised HR or Training body (e.g. CIPD) or hold a relevant post-graduate qualification.</p>	<p>Social Work Qualification, or other relevant qualification at Degree level.</p>
<p><b>Knowledge:</b> This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure)</p>	<p>Specialist knowledge of learning and development in the context of Children's Social Care or Education settings</p> <p>Understanding of blended learning solutions including e-learning tools.</p> <p>A good understanding of Children's Social Care and the skills and attributes required.</p> <p>Understands how to manage large scale projects/budgets, ensuring a high level of compliance with the financial directives.</p>	

	Knowledge of operating learning and development activities across a diverse portfolio.	
Technical / Work-based Skills This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.	A good understanding of IT database systems in order to problem solve on-line learning issues.	Knowledge of workflow based recording Systems used in Social Care.
General Skills/Attributes This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.	<p>Excellent facilitation and presentation skills</p> <p>Able to produce reports and business cases underpinned by good written communication skills.</p> <p>Strong project management skills and ability to work to tight deadlines.</p> <p>Able to analyse and clearly present data to senior managers and executives</p> <p>Effective at establishing and maintaining third party relationships with external trainers, specialist subject advisors and external consultants to complement and support the L&amp;D</p>	

	<p>strategic goals of the organisation.</p> <p>Ability to strike a balance between strategic and tactical delivery.</p> <p>Able to drive results and outcomes with good stakeholder analysis</p> <p>Inspires others, is visible, adaptive, authentic and engenders trust.</p>	
<p>Experience This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</p>	<p>A track record of designing and delivering dynamic L&amp;D initiatives that enable the service to and experienced in business partnering to a senior and executive level.</p> <p>Significant operational exposure and experience working at a management level in HR, L&amp;D or Social Care.</p> <p>Leading and contributing towards learning and development strategies, policy development and implementation.</p>	<p>Experience of management in a Children's Social Care environment.</p>

	<p>Managing the day to day operations for a diverse range of programmes, projects and ongoing responsibilities</p> <p>Practical experience of planning and organising regular employee development events, such as briefings, internal training sessions, workshops and meetings. This includes arranging the practical, logistical, design, delivery, materials and awareness raising elements.</p> <p>Experience of establishing and maintaining third party relationships with external trainers, specialist subject advisors and external consultants.</p> <p>Experience of personally delivering training material and facilitating workshops.</p>	
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Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 4 core accountabilities attributes and behaviour indicators.

The standards relevant to this tier, identified in the Government of Jersey core accountabilities attributes and behaviour indicators, are to be attached in a separate document.