

Evaluation Date	03/01/18
Grade	8

JOB DESCRIPTION

Job Title:	Learning and Development Specialist	Reports to:	Head of Learning & Development
Department:	Learning & Development	Location:	Vantage Point
Work Pattern:	Full-time	Contract Status:	Permanent

BACKGROUND

Edinburgh Leisure is Edinburgh's biggest provider of Leisure Services, welcoming over 4 million customer visitors a year to our 30 venues across the City. We have a total income of around £25m and as a Not for Profit company, we proudly spend every penny of that on providing and developing our great range of services to make Edinburgh a healthier place.

We want enthusiastic and energetic people who will create a great experience for our customers and share the following values. Edinburgh Leisure **makes a positive difference** by:

welcoming all,
each one of us **caring** about what we do,
being **passionate** about how we do it,
and feeling **proud** of what we achieve

JOB PURPOSE

To provide customer focussed learning and development that enables EL staff to develop the competencies they need to contribute to EL objectives in their current and future posts.

KEY RESULT AREAS

Key Responsibility	Expected time spent (%)
To provide a customer focussed consultancy service to managers and individuals to identify learning and development needs and recommend solutions to improve individual / team / business performance.	20%

Lead and contribute to the successful delivery of L & D projects as scheduled in the annual L & D Work Plan or in response to business priorities.	20%
Continuously review and improve all learning and development provision (courses, workshops, e-learning modules, programmes, services, materials) to ensure it is aligned to EL business objectives and values.	10%
As Course Leader design, plan and deliver a programme of open courses and/or e-learning that develop the competences needed by EL staff to perform effectively in their role.	40%
Evaluate L&D provision and processes, and produce regular reports and recommendations to inform future L&D investment.	5%
Provide specialist support (assessing, coaching, training, mentoring, quality assuring) to ensure learning interventions such as Action Learning to improve leadership performance and customer service.	5%

RESPONSIBILITY FOR RESOURCES	
Responsibility for staff:	No direct reports
Salary bill for all staff reporting:	N/A
Responsibility for finance and level of financial control:	No direct responsibility
Responsibility for Physical Resource:	Standard office equipment and training materials
Responsibility for Data and Information:	Responsible for Learning and Development's documentation and materials.

GUIDELINES AND EXPECTATIONS

Authorities & Limitations
<p>You bring expertise and specialist knowledge to the organisation, which you use to make recommendations to help colleagues make informed decisions about their learning and development, and/or that of their direct reports.</p> <p>You need to be able to interpret EL strategy, policy, procedures, practices and culture and incorporate in the design and delivery of L&D recommendations and solutions.</p> <p>You are expected to make decisions relating to your own area of work, for example, choosing the most appropriate learning and development intervention, how best to diagnose, design, facilitate and evaluate learning and development.</p>

As Course Leader you are expected to strive to provide the planned L&D programme and, when appropriate for the business and/or customer, make suitable changes.

Communication & Representing The Organisation

Effective communication with your colleagues is key to the success of this role. You need to involve, consult and engage people in the value and importance of learning and development at all levels in the organisation, including our Directors, Heads of Service, Managers and front line staff.

When making recommendations, you will use your specialist knowledge of how people learn and communicate (eg VAK, I Speak Your Language, Kolb) to influence and persuade others to take responsibility for their own performance and development.

You will:

- Facilitate sessions, train others and use coaching techniques to support the development of all EL colleagues.
- Positively promote and communicate L&D vision, values, products, services and outcomes to all stakeholders to create a learning culture.
- Consistently demonstrate EL values, communicating our expected standards to all colleagues, especially new starts, particularly when facilitating groups.
- Design and facilitate L&D in ways that engage EL colleagues in our strategy, policy, procedures and practices.
- Need to see things from your internal customer's perspective, while balancing this with the needs of the business.
- Give feedback sensitively and promptly (in writing and face to face) to key stakeholders after assessment (including Recruitment, ICS Qualifications, Vocational Qualifications).
- Establish credible, trusted relationships with internal customers and key influencers so that you can provide quality, valued L&D support service.
- Respond positively and with understanding to emotional and upset learners.
- When leading L&D projects, influence project members and colleagues (who are not your direct reports) to deliver on agreed actions to achieve project objectives.

Safeguarding Our Customers

You are expected to adhere to our Health & Safety policy and take responsibility for your own behaviour and actions, following safe systems of work.

You are expected to ensure the health, safety and welfare of your colleagues when providing L&D events.

Problem Solving

You are expected to:

- Diagnose internal customers' perceived problems eg poor performance, lack of motivation, dysfunctional team behaviours, ineffective working relationships and recommend suitable solutions.
- Work with individual employees to understand their learning and development needs, provide coaching, and recommend appropriate learning solutions.

- Work with managers to conduct a detailed learning needs analysis within their area in the short, medium and long term.
- Source and design L&D solutions taking account of the resources available (time to design and deliver, learner time away from the workplace, budget, existing materials).
- Design and deliver L&D solutions taking account of the needs of the target group (seniority, experience, competence, motivation).
- Design and deliver L&D solutions that are participative, experiential, stimulating and enjoyable even when the subject matter is dry, contentious and/or emotional.
- Balance the proactive and reactive nature of the job, planning and delivering courses, programmes and projects at the same time as providing an ongoing day to day consultancy service.
- Analyse statistics and stakeholder feedback about L&D provision and make appropriate recommendations and/or improvements.
- To manage cancellations, give appropriate feedback to line managers and delegates, and decide (based on cost, impact, etc) whether the event will continue.
- Influence and persuade colleagues to take responsibility for their own learning and development to improve performance.
- Resolve day to day problems directly, and seek the support of your Manager if needed for more challenging problems.

Impact On Organisation

This role has an organisation wide impact, ensuring the continuous professional development of our staff aligned to business objectives.

You will establish and develop partnerships with learners and their line managers to ensure that our staff are competent and capable to fulfil the short and long-term ambitions of EL, and that they are motivated to learn, grow and perform.

You will provide learning to develop the capabilities and competence of our staff in:

- Management
- Leadership
- Customer Service
- Business Performance
- Health, Safety and Welfare
- Career Development
- Specialist and Technical knowledge and skills.

JOB DEMANDS

Physical	This role is 50% desk based and 50% regular visits to our venues. The role requires travel within Edinburgh, packing, carrying and transporting training materials and refreshments, facilitating sessions, and attending meetings.
Mental	The desk based part of the role is mainly project based and may involve running several projects at once. You will control your own diary and plan your own work balancing the proactive (courses and

	<p>workshops) and the reactive (consultancy and coaching) nature of the job.</p> <p>This requires meeting deadlines, while managing conflicting work pressures and internal customer demands.</p> <p>The role involves thinking creatively to identify innovative and cost effective learning and development solutions to meet and exceed customer expectations.</p> <p>Facilitating training sessions will require concentration to:</p> <ul style="list-style-type: none"> • achieve the objectives within tight timescales • assess and meet the needs of the individual learners • handle the emotions of the individual learners • assess the mood of the group • respond to and handle the group dynamics • validate learning.
Emotional	<p>The majority of your work will be with internal stakeholders, e.g. line managers and front line staff. When facilitating sessions you will occasionally be exposed to emotional and upset learners. Difficult external situations should be minimal.</p> <p>In addition to individuals and line managers, you will occasionally need to influence senior colleagues to support learning and development to be a role model /champion and to fulfil their line management and coaching role.</p>
Environmental	You will be working in an office environment and in our venues.

PERSON SPECIFICATION

Factor	Essential	Desirable
Qualifications and Attainments:	CIPD Certificate in Learning and Development or equivalent is required from the day of appointment.	•
Knowledge and Experience:	At least 2 years relevant experience that is either working in L&D or relevant management experience (e.g. leadership).	Knowledge of Edinburgh Leisure and the services we provide.
Additional Requirements (e.g. competencies):	<p>You will be expected to demonstrate the behaviours in EL's Essentials framework. In addition to the Essentials competencies the following technical competencies are essential for this role:</p> <p>Develop effective working relationships with internal clients (Senior Management Team, Venue and Service Managers, Line Managers, Individuals):</p>	

	<ul style="list-style-type: none"> • Establish rapport • Choose and apply an appropriate consultancy style • Negotiate and agree consultancy role, resources, client support, reporting back • Present findings to client to gain commitment to recommendations • Withdraw from consultancy enabling all parties to move forward effectively. <p>Accurately diagnose problems and formulate appropriate solutions:</p> <ul style="list-style-type: none"> • Design appropriate systems for gathering and collating information • Gather relevant facts from stakeholder & accurately establish their perception of the problem • Analyse information and distinguish between real and perceived problems and separate symptoms from cause • Formulate recommendations based on conclusions drawn. <p>Design learning interventions:</p> <ul style="list-style-type: none"> • Conduct learning needs analysis • Design interventions that add value and recognise resource constraints • Write learning objectives and research key learning points • Design interventions that take account of learning theories, styles and motivational factors • Design case studies, roles plays, handouts, visual aids, e-learning modules etc. • Researching and designing new and innovative learning activities • Build appropriate validation into the design. <p>Facilitate learning:</p> <ul style="list-style-type: none"> • Establish rapport and trust by effective use of pre-entry, introductions, ice-breakers, contracting • Prevent and remove learning barriers and operate within motivational factors • Apply Kolb's Learning Cycle and vary methods of delivery to ensure cycle is completed including Feedback, Question and Answer, Syndicates, Discussion, Role Play, Case Studies, Games & Exercises, Tutorials, Coaching, Visual Aids, Video feedback, Action Planning • Handle individual and group emotion and conflict and confront issues assertively • Understand group dynamics and respond flexibly to learners' needs. <p>Validate and Evaluate:</p>
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	<ul style="list-style-type: none"> • Apply appropriate models, for example, Kirkpatrick • Design systems recognising that the cost of evaluation should be in proportion to the benefits • Design effective systems for gathering and collating information • Recognise the importance of the consultancy process in gathering quality data • Collate and analyse information to draw sound conclusions and make recommendations.
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DISCLOSURE/PVG REQUIREMENTS
A Basic Disclosure is required.

I have read and understand this job description and I am clear about what is expected of me in this job.

Signed **Date**