

Overview

In a world in which the nature of work, the workplace and workforce are transforming relentlessly, Carr Gomm is systematically and continuously responding and evolving to the changing environment in which we work. Our successful evolution is ultimately determined by the capability of our staff to be supported to be the best they can be. Organisational evolution is inextricably linked to the continual professional development of individuals and their career development.

As our organisational Learning and Development (L&D) Manager based within the Human Resources Team, you will work with colleagues to maintain consistent organisational standards and embed sectoral best practice across all learning materials for support staff and managers. You will also support the wide-ranging development requirements of our central support teams and associated strategic projects.

This is a dynamic role in which you will never settle for 'good enough' but will always strive to raise learning ambitions in support of our career development strategy by providing relevant opportunities for workers to learn and develop. You will appreciate that there is always capacity to innovate and improve in the pursuit of a continuous learning environment that embraces aspiration whilst delivering tangible impacts in people's lives.

Responsibilities & Success Factors

Reporting to the HR Operations Manager, you will be responsible for leading the consistency and high standards of Carr Gomm's Learning and Development activity, line managing appropriate colleagues and supporting organisational projects.

Success in this role includes:

- Leading the co-production process to maintain organisational standards across all learning materials, including undertaking research and embedding best practice where possible;
- Researching and implementing appropriate continual professional development and accredited learning opportunities, and leadership programmes for community development professionals and central support teams;
- Contributing learning and development expertise and best practice to strategic projects, for example to our digital inclusion project;
- Applying adult learning theories to ensure employees get the best out of their development;
- Ensuring the learning and development components of organisational systems (including Care Planner, LearnPro and our SQA Assessment Centre registration) are effective, efficient and reliable for informing analysis and decision making;
- Exploring the different options available for accreditation for resources that are developed in-house;
- Monitoring, assessing and reporting on the impact of learning and development tools and programmes throughout the organisation; and
- Supporting managers develop their team members through career development.

This list is by no means exhaustive; rather it gives a flavour of the joy that can be achieved in this multi-faceted role. Travel may be required, assuming the environment is safe to do so.

What we are looking for...

Successful L&D Managers come from various backgrounds and have diverse work and life experiences. All are highly organised, creative and have a flair for engaging and inspiring people, whilst sharing our values of respect, interdependence, choice, control, openness and honesty, kindness and compassion.

In our eyes, the best Learning and Development Managers are passionate about helping people to learn and grow; they have excellent communication and people skills which they use to forge strong, productive relationships with stakeholders; and they have the capacity to design and deliver learning materials using a range of media to help colleagues understand and reach their potential.

We expect you to proactively plan and prioritise multiple projects; ensuring that our learning materials are relevant and impactful. You will have experience of all aspects of learning and development, gained in a social care environment with the self-assurance to influence and inspire others. You will also

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engage with the external social care and L&D environment, keeping abreast of innovations and best practice. Professional qualifications are desirable.

Your benefits will include:

- Annual Salary: £29,562 - £33,688 per annum
- 35 days' holiday per year
- A Defined Contribution pension scheme, with incremental employer contributions
- Membership to Lifeworks, an employee well-being and perks platform

We imagine that you will be engaged in the following activities...

- **Programme Development**
 - Lead the continual review and development of all learning materials, programmes and tools within our suite of resources, including the continued development of online and multimedia resources, in partnership with other L&D Managers and colleagues.
 - Ensure all learning materials and tools meet organisational expectations and standards.
 - Maintain awareness of strategic developments to ensure that Carr Gomm's organisational development is at the forefront of innovation and creativity, and that our learning materials include best practice.
- **Programme Design and Delivery**
 - With the support of colleagues, lead the development – and facilitate the delivery – of dynamic induction and learning plans to meet the evolving and multi-faceted needs of community development professionals and central support teams (Finance, HR, etc).
 - Support local L&D Managers to develop dynamic learning plans to meet the evolving needs of teams throughout the organisation.
 - Stand-in for local L&D Managers as required.
 - Ensure all systems are in place and utilised to record the completion of all learning and continual professional development.
 - Oversee the administration of the Service Manager Mentoring Programme.
- **Career Development**
 - Support the Career Development Group to innovate and develop new opportunities for colleagues as part of their career development.
 - Support central managers to implement our Career Development and Progression Programme and to find creative solutions to new developmental suggestions.
 - Where applicable, incorporate new developmental innovations into mainstream learning and development materials and activity.
- **Management Reporting**
 - Liaise with local L&D Managers to ensure organisational management reporting information is accurate, valid and complete.
 - Provide ad-hoc support and guidance to managers in using the L&D sections of Care Planner and other information systems, including LearnPro.
- **Partnership Working**
 - Promote a responsive, creative, committed and mutually supportive atmosphere, and a culture in-line with our philosophy and values.
 - Support the HR team to operate flexibly and responsively to changing requirements.



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- Ensure all learning and development processes and procedures are documented, understood and fit-for-purpose.
- Contribute to organisational projects or innovations within the Strategic Plan as required.