

Job Description: Centre of Excellence (CoE) L & D Advisor



Function:	Justice
Position:	Centre of Excellence L & D Advisor – Custody
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Centre of Excellence Business Partner
Additional reporting line to:	N/A
Position location:	HMP Northumberland

1. Purpose of the Job

- To provide a responsive, effective and efficient centralised Learning and Development (L&D) function within the newly established Centre of Excellence (CoE) providing a range of Learning and Development services across the Custody estate. The L & D Advisor will support the delivery of the L&D Strategy, the development of the L&D Offer and provide advice and support to the L & D Managers. Responsible for managing the CoE administration team.

2. Dimensions

Revenue FY15:	€tbc	EBIT growth:	NA	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	NA
		EBIT margin:	NA			Outsourcing growth rate:	n/a	HR in Region	NA
		Net income growth:	NA						
		Cash conversion:	NA						
Characteristics		<ul style="list-style-type: none">▪ Responsible for completing all duties within agreed SLAs and in line with audit requirements▪ Will work in accordance with all Sodexo policies and procedures							

3. Organisation chart



4. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Build strong and effective relationships with Justice HRBP's and L&D managers across 5 national prison sites and with PeopleCentre and the central L&D team. Help embed new ways of working and positively promote the CoE
- Support the CoE Business Partner and L & D Managers with the ongoing objective to review and identify improvements in processes and procedures to realise centralised service efficiencies the CoE will provide.
- Support the design and implementation of strategic projects e.g. Fastrack Management Development Programmes.
- Deliver and identify value added development opportunities beyond mandatory/compliance linked to Justice business plans and HMPPS requirements.
- Support the business to embed a learning culture and champion the CoE across the organisation and external stakeholders.
- Develop the L & D offer in line with business goals including the use of innovative learning technologies.

5. Main assignments

- Deliver a comprehensive range of L & D services and provide advice and support to L & D Managers and staff on the application of CoE process and procedures.
- Manage the CoE administration team to ensure the delivery of services against agreed KPI's.
- Act as the first point of contact in providing L & D advice and guidance to L & D Managers, Senior and Middle Managers in management of training and learning.
- Support the delivery of Apprenticeships into the business.
- Co-ordinate and contribute to external validation, assessment and regulatory inspection activities. Provide good quality, accurate and timely information relating to training and learning e.g. HMPPS Audit and Inspection, OfSTED and External Verification.
- Quality assure training delivery, standards and learning outcomes.
- Advise and manage statutory and mandatory learning requirements and ongoing review of requirements e.g. Ingenium training; Spirit of Inclusion, Sodexo Ambassador and RBC.
- Lead on the instructional design, commissioning and delivery of learning and development solutions taking into account latest research, best practice and innovative models and frameworks appropriate to the Justice context.
- Support the implementation of Sodexo HR/L&D Strategy workstreams and lead on designated projects/specialist areas as directed by CoE Business Partner.
- Devise and deliver training and development programmes to support CoE implementation with the aim of assisting L & D Managers in their role to deliver effectively.
- Prepare management information and data to support CoE performance.
- Produce written reports relating to the evaluation of training programmes delivered across 5 sites and benchmark.
- Attend, represent and take part in meetings, e.g. Boards, Quality Assurance networks, L & D Groups.
- Undertake survey and audit projects to continually improve the CoE business function and work with the L & D Business Partner to agree operational plans.
- Develop and maintain appropriate activity records to the required service standards, observing data protection, privacy and confidentiality rules and procedures.
- Provide support and advice to L & D Managers across Sodexo to implement effective development programmes and supporting Middle and Senior Managers to embrace an ethos of developing people.
- Develop and maintain positive collaborative relationships with all relevant internal and external stakeholders to ensure the successful delivery and implementation of strategic (L & D) People Plan interventions within deadlines.
- Actively promote and represent the CoE brand and the interests of Sodexo in relation to L & D at national level.
- To be committed to the professional self-development making full use of the training and development opportunities identified through appraisal.

- To ensure job knowledge is updated by participating in educational opportunities, reading publications, e-Learning, webinars, attending team meetings and participate in and maintain professional networks.

6. Accountabilities

- Establish and maintain all appropriate records and documentation in the set up of the Centre of Excellence.
- Work with L&D Managers to identify best practice in current systems and processes with the ability to be innovative to implement new procedures to streamline and provide an efficient service across all 5 sites.
- Lead on the management of information, regular reports, establish trends and patterns from information received.
- Ensuring the CoE function is run efficiently and cost effectively when performing work as required and planned.
- To deliver seamless L & D Services and co-operate with colleagues in other areas to ensure the safe and smooth running of all L & D CoE operational functions.
- To engage and develop the CoE team to be high performing.

7. Person Specification

Essential

A sound understanding and demonstrable experience of curriculum/training development/learning solutions architecture using modern pedagogical and andragogical approaches to satisfy learning outcomes and workforce development needs.

Qualifications and Knowledge

Ideally qualified or working towards a qualification such as CIPD L&D (Levels 3-5). Will also consider a recognised Teaching Degree or Training Learning & Development Qualification – e.g BEd, PGCE, Cert. ED, BA (Hons), CIPD (HRD) or Teaching and Learning knowledge acquired through relevant training and experience gained in a Training, Teaching & Learning environment of an equivalent level.

- Working knowledge of accredited learning/assessment procedures and apprenticeships.
- Previous experience of working within a Learning & Development training environment.
- Proficient with in depth knowledge of a range of relevant IT packages.
- Ability to analyse complex information and translate into meaningful reports.
- Ability to analyse and convey complex information to L & D Managers.
- Ability to formulate short, medium and long term training plans linked to the Justice sector's business requirements.
- Ability to judge and analyse appropriate courses of action when advising L & D Managers and staff.
- Demonstrate interpersonal skills with an ability to communicate, negotiate and influence a range of staff and management at all levels within Sodexo. The ability to establish links with external organisations both verbally and written using the most appropriate mechanism for the achievement of required outcomes.
- Presentation skills and techniques and the ability to facilitate large and small groups.
- Ability to organise and manage complex work plans across national sites.
- Ability to work on own initiative whilst working to tight deadlines.

- Maintains a professional demeanour in stressful and difficult situations

Desirable

- Knowledge/experience of working within a large complex environment
- Facilitating or driving work across teams to achieve defined outcomes
- Experience of providing facilitated online learning
- Appreciation of L&D Learning Management Systems, such as Ingenium
- Exposure to a shared service centre environment

8. Competencies

▪ L & D Service Delivery	▪ Continuous Improvement
▪ Planning & Organising	▪ Results Orientated
▪ Client & Customer Satisfaction / Quality of Services Provided	
▪ Innovation and Change	

9. Management Approval

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Document Owner	Justine Crozier		