

Job Description:
Learning and Development Manager

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| Function: Sodexo Justice Services |
| Position: Learning and Development Manager |
| Job holder:  |  |
| Date (in job since):  |
| Immediate manager (N+1 Job title and name): HR Business Partner |
| Additional reporting line to: |  |
| Position location: HMP Bronzefield |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * Promote and develop a learning culture within the establishment by managing a range of learning and development activities which are aligned to the business strategy and comply with contractual and legislative requirements
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| 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department. |
| Revenue FY16: | €tbc | EBIT growth: | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | 350+ |
| EBIT margin: | tbc |
| Net income growth: | tbc | Outsourcing growth rate: | n/a | HR in Region  | Working within team of 3  |
| Cash conversion: | tbc |
| Characteristics  | * L&D budget agreed each year
* Supporting 1x site – HMP Bronzefield
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Draft. Version: 27-03-2014

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| 3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated. |
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| **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. |
| * Working within unique environment of a privately managed female prison establishment, which holds up to 542 female offenders
* Working with a diverse workforce of 400+ employees who either work directly with prisoners or support the prison to run effectively
* Finding learning solutions for a variety of customers with varying needs such as shift working, limited access to IT and other challenges
* Supporting the Director in delivering the vision for HMP Bronzefield, by ensuring that the prison operates effectively with the corporate and local values, Business Plans and People Plans
* Working with other L&D Managers within the Justice and Government segments to ensure consistency and quality of delivery, materials and methods
* Working with Apprenticeship Lead to ensure successful delivery of Focus Ahead, our self-delivered apprenticeship programme for Prison Custody Officers
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Research, devise, implement and manage the local learning and development plan with a focus on Management Development activity
* Monitor and proactively manage the establishment’s training budget
* Proactively work with Senior Managers to understand the short and medium term learning requirements for the site and take accountability for site strategy in conjunction with the HRBP and wider business
* Coordinate and manage learning and development solutions in response to assessed operational need, including statutory and mandatory training, mentoring, apprenticeships and flexible learning options as appropriate
* Develop and deliver training modules using a variety of training methods to meet a variety of learning styles
* Implement evaluation strategies to monitor and continuously improve the effectiveness and quality of learning and development solutions
* Coach employees in business relevant topics, including Aspire and Personal Development Plans (PDRs)
* Creation of quality career plans using Ingenium and Talent and Succession processes within Aspire
* Ensure accurate records of all training undertaken by all staff at the establishment are maintained appropriately and book courses in a timely fashion along with associated administration being completed
* Provide monthly management information as required
* Ensure diversity, equality and inclusion practices are upheld in all L&D activities
* Take accountability for the Learning Resources including the Learning Suite and the monitoring of any Health & Safety Issues
* Coordinate and manage the Operational and Non-Operational Training Programmes including inductions for everyone and Initial Training Courses for Prison Custody Officers and Operational Support Officers
* Support the recruitment process, Welcome Evenings, Graduations, in partnership with PeopleCentre Team and HRBP
* Responsibility for employee induction and initial development requirements and liaising with managers over requirements for completion of probationary paperwork in accordance with Policy
* Act as first point of contact for Auditors regarding learning and development and record audits
* Assist with the coordination of relevant assessments by professional bodies and site actions required to ensure we maintain the required standards
* Attendance at key monthly site meetings, including Health & Safety and Diversity and Inclusion
* Chair a monthly Learning and Development Committee Meeting with key stakeholders
* Contribution to the successful development and/or implementation of learning & development related policies – ensuring managers are fully aware of key processes i.e. requests for professional study
* Monitor use of Aspire and PDRs across site and report back to SMT; work to ensure all frontline employees have a PDR and that Aspire timelines are met and the platform is used appropriately
* Ad-hoc project work to ensure that we continuously improve our learning processes and procedures
* Attend local schools/colleges and careers fairs to help educate the general public on prison life and roles required
* Assistance with other activities as directed by HRBP and Senior Leadership Team
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| 6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities. |
| * Plan and organise the complete learning and development cycle to meet the Prison contract – learning needs analysis, implementation of learning interventions, and mandatory training e.g. C&R refresher and evaluation
* A local learning and development plan is devised, budgeted and implemented, fully taking into account both business, individual, and engagement needs
* Increase positive staff engagement feedback about learning and development
* All relevant statutory and mandatory training planned and delivered to facilitate the maintenance of statutory certification appropriate to all roles, e.g. C&R, Mutual Aid, H&S and FM
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| **Essential*** Experience in research, design, coordination and delivery of learning and development solutions
* Experience in managing expenditure and budgets
* Strategic thinking and ability to understand business needs and planning
* Experience of working with stakeholders at all levels of business
* Ability to quickly adapt to changing priorities and manage a diverse remit
* Ability to manage and maintain L&D information systems
* Exceptionally organised and the ability to communicate clearly by a variety of means

**Desirable*** Experience working in a custodial environment
* Relevant Training / HR qualification
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| * Customer Focus
 | * Business Insight
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| * Resourcefulness
 | * Drives Results
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| * Being Resilient
 | * Nimble Learning
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| * Collaborates
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| * Communicates Effectively
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| * Develops Talent
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| 9. Management Approval – To be completed by document owner |
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| Version | 1 | Date | 10.06.2022 |
| Document Owner | Alison Harris |

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| 10. Employee Approval – To be completed by employee |
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| Employee Name |  | Date |  |

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