

## JOB DESCRIPTION

<b>Job Title:</b>	L&OD Manager
<b>Service / Department:</b>	People Services
<b>Reports To:</b>	Head of People Services
<b>Responsible For:</b>	L&OD Administrator
<b>Hours:</b>	35 per week (full-time)
<b>DBS Check:</b>	n/a

### Job Purpose:

At Salvation Army Homes, we are dedicated to providing comprehensive, good quality housing services, support and resettlement.

The post holder will be responsible for leading the learning and organisational development service for the organisation. They will work closely with the rest of the People Services team to provide a proactive, professional, and high-quality Human Resources service that meets the needs of employees and the organisational objectives. This post holder will also be involved in promoting a culture that aligns with the organisation's strategic goals and values.

### Main Duties and Responsibilities:

- Responsible for the day to day management of the L&OD service for the organisation.
- Effective line management of the L&OD Coordinator, providing clear goals, objectives and feedback, demonstrating inspirational leadership and promoting positive working habits to support the health and wellbeing of the team.
- Working in partnership with the Head of People Services to deliver the L&OD strategy.
- Conduct an annual training needs analysis with stakeholders, identifying skills gaps and development areas, the L&OD interventions to address these and determining the associated budget required to deliver this.
- Working closely with the Salvation Army L&OD and HR teams to share learning and resources.
- Commission blended learning solutions, determining the most appropriate for the situation (e.g. face to face, on virtual platforms, videos, e-learning), taking into account the geographically dispersed nature of the organisation and ensuring value for money.
- Whilst the majority of training and development will be e-learning or externally sourced, the postholder will be responsible for identifying where internal resources can provide training and development and to facilitate this. This will involve the postholder designing and delivering training themselves on occasions.
- Work closely with the People Partners to co-design and deliver training for line managers on people processes and leadership skills.
- Ownership of the Learning Management System (currently Skillgate) and the relationship with the supplier.
- Ensuring booking and recording of training completed by employees and overseeing the administering of all practical arrangements for courses being delivered.
- Work with the LMS provider to ensure the quality of e-learning modules assigned to employees meet the needs of the organisation.
- Providing routine reports to senior management on mandatory training compliance rates and taking action to address noncompliance.

- Manage the smooth running of apprenticeships and use of the Apprenticeship Levy (soon to become the Development and Skills Levy)
- Contribute towards the organisation's accreditations including Investors in People (IIP), Disability Confident and other people projects.
- Source coaches, executive coaches, facilitators and mediators where these are required.
- Work alongside the Head of People Services and the People Services Team to ensure that broader people processes (e.g. performance management, succession planning) underpin the organisation's approach to organisational development.
- Responsible for delivery of an in-person, quarterly corporate induction.
- Responsible for administering the quarterly staff pulse survey called "How Are You" (HAY), collating responses, analysing the data and providing a report for senior management.
- Take a lead role in fostering an environment where learning is valued, continuous improvement is encouraged and high performance is celebrated.
- Responsible for coordinating the performance management cycle, including appraisals and one-to-ones for all employees and providing managers with the support and tools to do this effectively.
- Oversee the Reverse Mentoring programme, which supports the Equality, Diversity and Inclusion Strategy.
- Work closely with the Health & Safety consultants (external) to ensure health and safety training for staff meets legal requirements and best practice in the housing sector.
- Build, develop, and maintain effective working relationships with key stakeholders.
- Undertake HR projects as required.

### **Related Activities:**

Participate in essential training, role related training and to work in accordance with relevant Salvation Army Homes' regulations including, for example the Code of Conduct, Equality, Diversity and Inclusion, Safeguarding, Health and Safety and Information Security.

Fulfil the role by being adaptable and flexible to the overall activity that is necessary to be successful and effective.

Fully align with Salvation Army Homes' values and behaviours and to adopt an 'advantaged thinking' perspective through language, conduct and behaviour.

## PERSON SPECIFICATION

### Qualifications and Memberships:

Membership of CIPD with CIPD level 5 qualification (minimum) or equivalent demonstrable knowledge, gained through experience.

### Aptitudes and Abilities:

- **Effective Communication:** Demonstrates clear and effective communication skills, both written and verbal, adapting style to suit the needs/preferences of the audience.
- **Relationship Building:** Capable of developing strong relationships with stakeholders, built on trust and confidence.
- **Proactive and Self-Motivated:** Shows initiative and is self-motivated, with the ability to work independently where needed.
- **L&OD Knowledge:** Deep knowledge of L&OD models and theories and committed to continuing professional development.
- **IT Proficiency:** Strong IT skills, including proficiency with the Office 365 suite and Learning Management Systems.
- **Employment Law Knowledge:** Maintains up-to-date knowledge of UK employment law and current issues affecting the employment landscape.
- **Organisational Skills:** Excellent organisational skills with the ability to plan, prioritise, and meet deadlines.
- **Analytical Skills:** Excellent analytical skills with the ability to analyse and present data in a meaningful way, identifying trends and making recommendations as a result.
- **Performance management:** A thorough understanding of performance management cycles (appraisals, one to ones etc) and how these align with organisational values and behaviours
- **Travel:** Whilst this post is a hybrid role, with the ability to work from home on a regular basis, the postholder will need to be prepared to travel across the country to deliver training, corporate induction, facilitation, and carry out service visits on a regular basis.

### Experience and Interests:

- Experience of using a Learning Management System to manage, record and report on training.
- Considerable experience of working in an L&OD team.
- Experience of designing and delivering training delivered face to face and virtually and adapting style to suit different needs and abilities
- Experience of line management or supervision
- Experience of conducting employee surveys.
- Knowledge of GDPR and the importance of confidentiality in an HR environment.

### Values and Behaviours:

To be successful in this job you need to be fully aligned with our values and behaviours, along with working as part of #OneTeam, helping Salvation Army Homes achieve our mission. Our values and

behaviours mean a lot to us. They help define how we should all work, what we're here for and this helps us to stand out from other providers and employers.

<b>S</b>	<b>Servant Leadership</b> – we help people thrive	Have we given our audience everything they need to succeed in their next step?
<b>P</b>	<b>Passion</b> – we love our work	Have we spoken boldly and with confidence? Have we spoken out rather than stayed silent?
<b>I</b>	<b>Inclusion</b> – this is a team effort	Have we kept our communication simple and to the point? Have we used clear, accessible English?
<b>R</b>	<b>Respect</b> – we show respect for all	Have we given our audience credit for their intelligence? Have we advocated for our residents?
<b>E</b>	<b>Empowerment</b> – we have trust	Have we given the right context to our message? Has our communication been story-driven?