

# Role Profile – Training & Development Manager



**Reports to:** Head of Learning and Teaching

**Accountable to:** Head of Learning and Teaching

## VALUES AND BEHAVIOURS

St Gemma's has a set of values and behaviours to improve the experience for our patients and our staff. This means that in undertaking this role the post holder is expected at all times to behave in a way that demonstrates commitment to the delivery of thoughtful care to all and continual improvement in line with the values detailed below.

- **Caring** – Treating each person with kindness, empathy, compassion and respect
- **Aspiring** – continually learning and developing; striving for excellence in everything we do
- **Professional** – Delivering high standards through team work, a skilled workforce and good governance

## Main Purpose of Post

The post holder will be a key member of the Academic Unit of Palliative Care (AUPC) learning and teaching team, supporting internal and external education. They will design and develop training content and programmes, assess training and development needs, help individuals and groups develop skills and knowledge, present in-person training sessions, and monitor training for effectiveness. The post holder will lead and develop the hospice learning management system and report on education provision and oversee the marketing of the education programmes.

## Specific duties and Responsibilities

### 1. Education and Training

- 1.1. Work with the subject expert to design and develop training programmes and content across a diverse and wide range of projects that address specific needs and include tele-education sessions, printed manuals or workbooks, group sessions, training videos
- 1.2. Determines training needs and requirements for the organisation or groups by meeting with managers, talking with employees, or administering surveys
- 1.3. Works with managers to address any learning issues, instruction problems, or new educational needs regarding specific employees or departments
- 1.4. Communicates with team members, trainers and management to ensure all needs are met within a programme.
- 1.5. Supports the review of existing training materials produced by third parties to determine quality, appropriateness and relevance

- 1.6. Modifies or creates course materials and training manuals to meet specific training needs
- 1.7. Monitors and evaluates training programmes and manuals to ensure that they are effective and up-to-date and makes updates as necessary
- 1.8. Manages costs for all programmes, productions, and publications in order to report to the Head of Education regarding a return on investment
- 1.9. Maintains understanding of new educational and training techniques and methods and supports the development of training using these methods accordingly
- 1.10. Manages the technologies required to develop, manage and deliver training.
- 1.11. Stays updated with advancements in digital education methodologies to incorporate best practices into training initiatives.
- 1.12. Presents in-person and online training sessions as required in areas relating to their role.
- 1.13. Supports the delivery of tele-education sessions through hosting sessions when required
- 1.14. Mandatory training: develops and updates the current mandatory training programme, monitors compliance and takes necessary action to improve, develop the reporting of compliance.
- 1.15. Bank/Agency Staff: To develop and oversee training, monitor compliance, support managers and report.
- 1.16. Volunteer Training: Support and oversee training with the Volunteer Co-ordinator and support the development of training in accordance with their role.

## **2. Learning Management System**

- 2.1 Lead the development of the LMS to ensure it is meeting the needs of the organisation and it is being fully utilised
- 2.2 Support the writing & updating of LMS modules and introduce other useful modules other than mandatory.
- 2.3 Support managers and staff in getting the best out of the system and support staff who find this area challenging,
- 2.4 Develop overall reporting on the use of the system and integration with other systems in the hospice.

## **3. Management**

- 3.1 Manages the Learning and Teaching Assistant on a day to day basis
- 3.2. Ensures that the format for the department's programmes, marketing materials, policies, standards of operation and procedures are always in line with the organisations' overall goals and objectives.

3.3 Contributes to the culture of the education department and overall organisation through the fostering of communication and cooperation between departments.

3.4 Finances – manages the internal study leave budget and apprenticeship levy spend and reporting. Develops and reviews education delivery costs.

#### **4. Reporting**

4.1 Prepares reports on the effectiveness and progress of training programs and initiatives to aid in strategic recommendations for training and staff development, as required by the Head of Learning and Teaching and other departmental heads and managers.

4.2 Develops and implements Key performance indicators for education and training.

4.3 Prepares reports on training KPI's as required.

#### **5. General duties and responsibilities**

All St Gemma's employees are required to abide by the Health and Safety at Work Act, attend annual mandatory training sessions and ensure that they comply with Hospice policies and procedures at all times.

Employees must demonstrate commitment to their own personal development and are required to make a positive contribution to fundraising and raising the profile of the Hospice locally and nationally.

Strict confidentiality applying to all aspects of Hospice business must be observed at all times.

*This Role Profile is not exhaustive. It will be subject to periodic review and may be amended following discussion between the post holder and employer.*