

Learning & Development Business Partner

Salary Grade	E
Type of contract	Permanent
Directorate	Infrastructure
Department	Human Resources
Reports to	Head of HR
Responsible for	L&D Specialist and L&D Officer
Location	Stratford, London
Hours	35 hours per week

About the role

You will be responsible for leading Mind's Learning & Development function including the design and delivery of National Mind's yearly learning and development plan.

This role will be responsible for ensuring that Mind's learning and development function supports the growing needs of the charity so that it can deliver its mission. This will require routinely reviewing the L&D curriculum as well as monitoring management skills and abilities so that the appropriate interventions are delivered as required.

This exciting opportunity is within our learning and development team at Mind, where you would be working collaboratively with Learning & Development Specialist and the L&D Officer to embed a learning culture within the organisation.

You will report to the Head of HR and line manage the L&D Specialist and L&D Officer. You will have overall responsibility for developing and delivering training interventions across Mind in line with the needs of the organisation. You will work closely and proactively with colleagues across the organisation including the Equality and Inclusion team, the Organisational Change team and HR team during the design and implementation of L&D plans.

You may also be required with other stakeholders and external contacts including contractors/suppliers and corporate partners.

You will have budget management responsibility for £100K-£200K approx. a year.

Key Responsibilities

1. Manage the L&D Specialist and Officer and ensure they have the necessary knowledge and skills to undertake their role effectively and are line managed in accordance with Mind's values, competencies, policies and procedures including supervision and appraisal.
2. Be responsible for the monitoring of the L&D's budget, including forecasting the operational and capital budgets.
3. Working in partnership with HR, Head and Directors to identify any key learning needs for the organisation and learning options to meet these needs.
4. To project manage and oversee the Learning Management System so it is fit for purpose to support Mind's online learning agenda, induction requirements, and internal stakeholder needs (i.e. Compliance, IT, Digital, Internal Comms, EDI team and Organisational Change team).
5. Support and contribute to Mind's Organisational Change Initiatives as required. For example this may include appraisal training, implementing training and development linked to Mind's race equality project and other key change projects.
6. Oversee and support the L&D specialist to manage the implementation of Mind's Apprenticeship levy plan, including the decision on where it is spent annually.
7. Work with the L&D specialist to design and deliver line management training and resources.
8. Be the Project Sponsor for the Queen Mary University apprenticeship programme, including supporting the L&D specialist to ensure students remain on track to achieve their qualification.
9. Be responsible for the development and implementation of a training needs analysis process that is directly aligned to the appraisal management process and to develop a training plan to deliver the training needs of the organisation.
10. Identify opportunities through corporate partnerships to gain pro bono development opportunities where possible and manage these relationships. This includes overseeing and managing the Allianz mentoring programme.
11. Promote a learning culture within National Mind
12. To support the L&D specialist in the implementation of an organisational induction programme for manager and employees at Mind and regularly review and update the programme to reflect changes to the organisation's strategy, policies and procedures.

Expectations

Role expectations:

- Lead, attend and contribute to team meetings, supervision, appraisal process, Mind staff training and any other training identified as appropriate for the post.
- Ensure that all responsibilities and activities within this post are consistent with the terms and spirit of Mind's policies.
- Occasionally travel to meetings in England and Wales and/or work unsociable hours, which may require the need for an overnight stay, evening and weekend work.
- Keep abreast of internal and external developments and respond accordingly.

- To attend and contribute to supervision and appraisal process, meetings, training, and other events as required.
- To adhere to relevant legal and statutory requirements including the Data Protection Act (ensuring an appropriate level of confidentiality at all times), Health and Safety at Work Act (ensuring H&S of own and others at all times) and any other relevant/charity law.

All members of staff at Mind are expected to embody our mission, values and competencies. This includes an expectation that they will:

- Show passion for what Mind does and the changes that we are making for people with mental health problems
- Work collaboratively across teams, departments, locations and organisations
- Stand up for what they believe is best and trust in themselves and each other
- Be open to others and ourselves and show a commitment to learning
- Be open to change and respond flexibly and quickly to the changing world
- Demonstrate organisational awareness and see the bigger picture while working towards objectives
- Communicate effectively, ensuring their messages are understood and that they strive to understand others
- Value diversity and treat others with respect, showing sensitivity towards differences, promoting and encouraging diversity, and building on people's different skills and talents to enhance the quality of their own and other's work
- Take responsibility for their decisions

Person Specification

Essential Criteria

1. Bachelor's degree or professional qualification, or equivalent means of demonstrating ability in L&D or a related discipline.
2. Demonstrable leadership skills, through line management and/or project leadership.
3. Demonstrable experience of developing a strategic approach to a learning and development function that reflects the needs of the organization.
4. Significant experience of developing and delivering high quality training and cost effective programmes to a variety of client groups, on time and on budget, with an understanding of different learning models and delivery techniques.
5. Excellent knowledge of the training cycle. Ability to perform needs assessments and performance gap analysis, develop training objectives, design/develop coursework, present training and evaluate the effectiveness of training.
6. Demonstrable and relevant project management experience of monitoring and evaluating operational plans, objectives and projects to achieve and influence change.
7. Excellent verbal and written communication skills, including confidence in public speaking/presentations and report writing.
8. Demonstrable ability to quickly establish personal credibility, and to develop and maintain effective working relationships with groups and individuals with differing perspectives and agendas, using strong negotiation and persuasive skills.
9. Effective time management, prioritization and organization skills.
10. Understanding of and commitment to Mind's mission and values.
11. Excellent team working skills.
12. Excellent skills in managing and leading people.
13. Excellent analytical and problem solving skills.
14. Excellent interpersonal skills including relationship building, influencing and negotiating with a wide range of people.
15. Excellent, oral and written communications including reports and proposals etc.
16. Flexible, adaptable and proactively responsive to change.
17. Knowledge and understanding of mental health and wellbeing in relation to employment practices.
18. Experience of using appropriate IT suite and level of programmes associated with the role, including Microsoft office - Powerpoint, Outlook, Excel and Word.
19. Understanding of and commitment to Mind's mission and values

Desirable Criteria

20. Experience of working in voluntary or third sector organisations (if not essential).
21. Member of CIPD or other learning organization.