



Learning & Development Specialist

Job description

Grade	Grade D of Mind's salary scales
Type of contract	Permanent
Directorate	Infrastructure
Team	Human Resources
Reports to	Learning & Development Business Partner
Responsible for	Learning & Development
Location	Flexible - likely to be hybrid mix of homeworking and time in Stratford office
Hours	35hrs p/w

About the role

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

This role would be responsible for all training for staff and managers, such as inducting new staff into the organisation and supporting managers to ensure all mandatory and core training is completed during probation. To support managers with all management development training in their role. The specialist may be required to respond to ad hoc training requests and interventions requiring you to design new training content across the organisation. The role requires training experience, flexibility, and excellent customer service.

Key Responsibilities

1. Lead on the design and delivery of induction training courses, across England and Wales. This will include a regular review and update of the programme in line with organisational changes and needs
2. To lead on the design and implementation of all core mandatory training courses to ensure they are current and available as a remote design where possibly
3. To support the Learning and Development Business Partner to audit training, bringing innovative solutions to redesign session and embed a blended learning approach to support Minds Learning and Growing initiative and driving forward a culture of continuous professional development (CPD)
4. To support the Learning and Development Business Partner to evaluate all training and its effectiveness to continually assess content is fit for purpose and to continually evolve and improve our learning offer.



5. To support the Learning and Development Business Partner in implementing key learning projects inline with The People Strategy and Organisational vision, mission and goals.
6. To design and facilitate bespoke training courses in line with organisational needs that is fit for purpose to support Minds Learning and Growing initiative.
7. To design and develop a comprehensive equality, diversity and inclusion training package that supports Minds strategic goal to be a truly anti-racist organisation.
8. To carry out capability assessments across the organisation.
9. To support in the continual and ongoing development and design of blended learning in a variety of formats that are embedded into Minds Learning Management System
10. To support the Learning and Development Officer when required in the administration and coordination of training bookings, venue hires and maintaining great partnership working with external training providers
11. To support the Learning and Development Business Partner with managing the Apprenticeships scheme for National Mind. This will include the yearly proposal on how to use Mind's levy fund for staff's learning and growing initiatives across Mind.
12. Support in the auditing of training, bringing innovative solutions to redesign sessions and embed a more blended learning solutions to Minds learning culture
13. Support with the internal communications for learning initiatives across the organisation
14. Monitoring how effectively learning has been transferred to employees
15. To work in partnership with Human Resources Business Partner and organisational Change team to diagnosis learning needs across the organisation to support new and improving learning requirements across Mind in line with Mind's strategy.

Expectations

We are committed to becoming actively anti-racist in everything we do. This is a critical priority for Mind. We embrace diversity and understand that being an inclusive organisation, recognising different perspectives, will enable us to provide excellent services. We are committed to ensuring all our employees are treated fairly and equitably at work and promoting equity in physical and mental health for all.

Role expectations:

- Keep abreast of internal and external developments and respond accordingly.
- To attend and contribute to 121s and guided conversations process, meetings, training, and other events as required.
- Be committed to delivering good performance and a high level of customer service.
- Undertake other duties that may be necessary and compatible with the nature of this post and this will require flexibility in undertaking the role.
- Work collaboratively with the People Team and your wider working colleagues



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.
- Attend and contribute to Mind staff training and any other training identified as appropriate for the post.
- 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.
- Ensure that all responsibilities and activities within their post are consistent with the terms and spirit of Mind's mission, vision, values, policies and procedures.
- Adhere to relevant legal and statutory requirements including the Data Protection Act, Health and Safety at Work Act and relevant charity law.
- To be prepared to work flexibly (e.g., hot-desking, home-enabled working) according to business need
- Maintain an appropriate level of confidentiality at all times.
- Contribute to making Mind a greener workplace.

Person specification

Essential criteria

1. Have experience in facilitating training and meetings, understanding about how people learn in different ways and the ability to adapt and be flexible in your approach to support diversity.
2. Designing blended learning solutions
3. Applying adult learning theories to ensure employees get the best out of their development



4. Strong communication and presentation skills (both oral and written) and excellent customer service skills
5. Be familiar with Databases, online people platforms or managing an internal system.
6. Be able to collate, run reports and provide data insights, either through the LMS/excel reporting that will give us greater data insights to monitor and measure the learning and development across the organisation.
7. Passion for learning and Development and supporting people to reach their potential
8. Be ambitious to learn with a curiosity and appetite for development.
9. Experience of organising and prioritising own workload on a day-to-day basis. Ability and willingness to work to tight deadlines.
10. Attention to detail and good work presentation in all aspects of associated administration.
11. Confidential co-ordinate key learning and development processes from start to finish and address issues as they arise to ensure a high level of customer service and satisfaction
12. Excellent IT skills – MS Office, Word, Excel, PowerPoint, e-mail, Internet, and Outlook, Teams and Zoom.
13. Ability to work in a high performing and fast paced team
14. A level of flexibility and adaptability will be required to respond to organisational and teams learning needs as necessary on an ongoing basis to support Minds Strategic Vision and goals
15. In the absence of the Learning & Development Business Partner have the confidence and ability to manage the department alone. Able to assimilate instructions and act accordingly.

Desirable criteria

1. A desire to study to CIPD, working towards or qualified towards.
2. Designing eLearning modules or a wiliness to learn
3. Direct or indirect experience of mental health problems.
4. Experience in working in the charity sector.