





# Job Description and Person Profile

<b>Business/Support service</b>	Shared Service Centre – HR Shared Service
<b>Job Title</b>	Learning and Development Facilitator – Retail Transformation
<b>Grade</b>	E
<b>Job Family</b>	Corporate Support
<b>Reporting to (Job Title)</b>	Learning Services Lead – Retail Transformation
<b>Number of direct reports</b>	0
<b>Number of indirect reports</b>	0
<b>Budget Responsibility</b>	0
<b>Contacts</b>	Business operations, support services, HR Shared Service, line managers
<b>a) Job purpose</b>	
The main purpose of this role is to deliver brain friendly learning activities in line with Society strategy, objectives and values and equip colleagues with the knowledge, skills and behaviour to carry out work related tasks.	
<b>b) Main responsibilities</b>	
<ul style="list-style-type: none"> <li>• To facilitate learning and development sessions in a blended style on all areas that relate to the Retail Transformation programme as stipulated by the Learning Services Lead – Retail Transformation.</li> <li>• To participate in the development of required learning and development programmes, constantly reviewing and revising the outcomes through learner feedback.</li> <li>• To build effective working relationships with all colleagues by delivering learning in an effective and engaging manner.</li> <li>• Work closely with HR Shared Services - Administration to deal with day to day queries, event scheduling, event administration and planning logistics.</li> <li>• To collate learning and development statistics and report to the Learning Services Lead – Retail Transformation as requested.</li> <li>• To undertake appropriate Retail Transformation project work as identified by the Learning Services Lead – Retail Transformation.</li> <li>• Review learning materials and documentation to keep them up to date and fully aligned with brand, Society strategy and business objectives.</li> <li>• Evaluate learning content and methods of delivery and recommend improvement strategies based on findings.</li> <li>• To ensure that learning venues are maintained to a high standard and that all equipment is in working order.</li> <li>• Have an understanding of online learning techniques and where relevant be involved in the creation and/or delivery of online learning packages.</li> <li>• To assist in the ongoing development and maintenance of standard ways of working.</li> </ul>	

<b>C) Measures of performance</b>	
<ul style="list-style-type: none"> <li>• Positive feedback from the delivery of learning events across the Society.</li> <li>• Relationship with line manager, Learning Services Lead, L&amp;D Facilitators, HR Shared Services and the Retail Transformation project team, members, managers and colleagues across the Society.</li> <li>• Implementation of Society vision, strategy and values in learning materials.</li> <li>• Responsibility and ownership for personal development and acquisition of new skills.</li> <li>• Maintaining professional standards of appearance and operating in accordance with policies and procedures at all times.</li> </ul>	
<b>d) Person specification</b>	
Essential qualifications 	Desired qualifications 
<ul style="list-style-type: none"> <li>• GCSC Maths and English Grade A-C</li> </ul>	<ul style="list-style-type: none"> <li>• CIPD Certificate in Human Resource Development</li> </ul>
Essential experience required 	Desired experience required 
<ul style="list-style-type: none"> <li>• Planning and organising time in line with a team rota</li> <li>• Working within a customer focused environment</li> </ul>	<ul style="list-style-type: none"> <li>• An understanding of Brain Friendly learning principles</li> <li>• Design and delivery of learning activities to a wide range of audiences</li> </ul>
<b>e) Competencies / behaviours</b>	
<p><b>Future Direction</b></p> <ul style="list-style-type: none"> <li>- See the big picture</li> <li>- Challenge, change and improve</li> <li>- Make effective decisions</li> </ul> <p><b>Engage People</b></p> <ul style="list-style-type: none"> <li>- Lead and communicate</li> <li>- Collaborate and partner</li> <li>- Build capability</li> </ul> <p><b>Deliver results</b></p> <ul style="list-style-type: none"> <li>- Customer focused ways of working</li> <li>- Individual accountability</li> <li>- Agility and reactivity</li> </ul>	