McCarthy & Stone
Welcome Home.

Job Description

Learning & Development Partner - Services

Department	Reports To	Work Location
People Team	Head of Talent & Org Dev	Remote (up to 50%)

Purpose

Partner with the Services functions, including Care, Operations and Property Operations, to identify capability needs and design and deliver practical, blended learning solutions. The role will primarily build the behavioural and leadership capability required to support safe, consistent and high-quality service delivery across our developments, strengthening individual, team and organisational performance as well technical skills and competencies.

Key Responsibilities

- Partner with senior leaders, operational managers, and the wider People and Talent teams to support Care, Operations and Property Operations to gather, analyse and prioritise learning, skills and capability needs.
- Design, create and deliver engaging face-to-face, virtual and digital learning that addresses technical, operational, behavioural and leadership capability requirements.
- Lead the design, delivery and continuous improvement of the various Services induction learning framework, working with managers and subject matter experts to support role-specific delivery and using new starter feedback to improve consistency and effectiveness.
- Build a strong understanding of operational priorities and translate them into practical learning solutions that can be applied consistently across geographically dispersed teams.
- Work closely with subject matter experts to ensure learning content is accurate, relevant and aligned with operational processes, regulatory requirements and Company standards.
- Design and deliver soft skills and management development that improves personal effectiveness, leadership capability and the colleague and customer experience.
- Coach and support managers and leaders to embed learning into day-to-day activity, reinforce expected standards and build capability within their teams.
- Design, create and communicate digital and eLearning content, maximising the functionality and engagement of the Learning Management System (Kallidus - iLearn).
- Monitor and evaluate learning through feedback, performance data and operational measures, using insight to improve content and demonstrate impact.
- Work with the wider L&D team to maintain and communicate the annual training calendar and support a consistent culture of learning across McCarthy & Stone.
- Collaborate with external training providers and consultants where specialist support is required, managing quality, learner engagement and return on investment.
- Keep abreast of developments in learning practice, the care sector and operational training to ensure McCarthy & Stone maintains a modern, practical and effective L&D offering.

Key Performance Measures

- Completion and delivery of agreed training needs and priorities through the TNA.
- Improvement in relevant operational, care, property and customer service performance measures.
- iLearn usage, completion and engagement.

- Learner and leader feedback on the relevance, quality and application of learning.
- Demonstrable transfer of learning into workplace practice and sustained behavioural change.
- Return on investment from external suppliers, programmes and learning content.
- Reduction in priority capability, compliance and succession risks.
- GPTW and other colleague feedback linked to learning, development and leadership capability.

Key Stakeholders

- Directors and senior leaders across Care, Operations and Property Operations.
- Regional, Area and Development-based operational leaders and teams.
- Senior People Partner/People Partners and wider People and Talent & Org Dev Team.
- Care, operational and property subject matter experts.
- External learning providers and professional bodies.
- Employees and learners across the Services function.

Knowledge & Experience

- Proven experience designing and delivering effective learning programmes through a blended learning approach, ideally within a multi-site or geographically dispersed operational environment.
- Experience within the care sector, or supporting care operations.
- Up-to-date experience designing and delivering engaging, interactive training courses, content and workshops using a range of learning techniques.
- Experience of designing and delivering technical, operational, behavioural and management/leadership development learning.
- Experience working with subject matter experts to translate complex processes, standards or regulatory requirements into clear and practical learning.
- Experience working with and curating content within Learning Management Systems.
- Knowledge of L&D best practice, tools and methodologies, with a good understanding of emerging trends and technologies.
- Strong interpersonal, consulting and communication skills, with the ability to coach, challenge and influence stakeholders at all levels.

Skills:

Skills Required (change proficiency as required and add rows if needed)	**Proficiency Level Required (select drop down)**
Learning & Development methodology	Expert (has expert knowledge and experience in this area)
Learning/training content creation	Expert (has expert knowledge and experience in this area)
Learning/training facilitation and delivery	Expert (has expert knowledge and experience in this area)
Operational and technical learning	Expert (has expert knowledge and experience in this area)
Learning Management Systems	Practitioner (has detailed knowledge and significant experience in this area)

Training needs analysis	Practitioner (has detailed knowledge and significant experience in this area)
Stakeholder partnering and influencing	Working (has working knowledge and practical experience in this area)
Coaching and capability building	Working (has working knowledge and practical experience in this area)
Learning evaluation and impact	Practitioner (has detailed knowledge and significant experience in this area)
Project management	Working (has working knowledge and practical experience in this area)

Health and Safety:

As Line Manager your Health and Safety responsibilities in relation to you and staff under your control are to:

- Take reasonable care of your/ their own health and safety and that of any person who may be affected by your/ their acts or omissions at work.
- Act in accordance with Company Health and Safety policies and procedures, are trained and competent to carry out work properly and do so,
- Are familiar with, understand and discharge any allocated safety responsibilities,
- Are provided with adequate information, supervision and equipment to allow duties to be undertaken in a safe manner and
- Immediately stop any unsafe activity until adequate measures have been taken to remove the risk or reduce it to as low as possible, seeking advice from H&S qualified staff as appropriate.