



Grŵp Cynefin

Mwy na thai • More than housing

GRŴP CYNEFIN

JOB DESCRIPTION

LEARNING AND DEVELOPMENT MANAGER (L&D)

Department	People and Culture
Team	Human Resources
Accountable to:	Director of People and Culture
Responsible for:	N/A
Job location:	Denbigh or Penygroes / Working from home

PURPOSE OF THE POST:

- The L&D Manager will design, support and manager the delivery of corporate learning and development programmes, in line with targeted development needs of the Association's Corporate Plan and individual Directorate goals. The L&D Manager will lead and manage all aspects of the Learning and Development functions within Grwp Cynefin. This role is pivotal in fostering a culture of continuous learning, enhancing staff capabilities and shaping our organisational culture.
- The ideal candidate will have a passion for employee learning whilst supporting staff development, and ensuring effective training strategy that aligns with our values and corporate plant to provide quality housing solutions.
- The successful candidate will work collaboratively with leadership and staff to foster a high-performance work environment that supports Grwp Cynefin's strategic goals. The role will focus on developing and executing L&D strategies that align with the organisation's mission.
- This position requires a dynamic Manager with extensive experience in the L&D and a strong commitment to cultivating an inclusive workplace culture that values EDI.

JOB RESPONSIBILITIES:

Learning and Development

- Design and implement a comprehensive learning and development strategy that promotes continuous professional growth and skills enhancement, upskilling and career progression for all. Assess the training and development needs of employees and create tailored learning programs to meet those needs to enhance employee performance and engagement.
- Implement and lead on all pathway programs, graduate schemes, work experience and apprenticeship schemes to ensure future proof and skills gap analysis identified.
- Foster pivotal working relationships with local colleges and universities and all relevant bodies to ensure collaborative and strategic partnerships.
- Develop a skills gap analysis and lead the development of training programs and initiatives tailored to meet regulator requirements and address skills gap, particularly in areas that are business critical.
- Customise training programs and facilitate training sessions and workshops, and manage external training partnerships.
- Evaluate the effectiveness of L&D initiatives and adjust programs based on feedback and outcomes.
- Foster a culture of learning and development that encourages employee engagement and career progression.
- Measure the effectiveness of L&D programs, using data and feedback to continuously improve learning opportunities.
- Oversee the design, development and deliver of training programs across all levels of the organisation, ensuring they meet the diverse needs of the employees. Implement blended learning solutions to facilitate accessible training.
- Manage the L&D budget, ensuring efficient allocation of resources and maximising return on investment in training initiatives.

Human Resources Management & Strategic Planning

- Support the development and implementation of HR policies and procedures to improve overall employee experience and workplace culture through employee IDP's.
- Monitor and analyze L&D metrics to assess the effectiveness of the L&D strategies and make data-driven decisions.
- Act as a key change agent, driving transformation and innovation within HR & L&D to support the organisations evolving cultural needs and strategic goals.
- Provide leadership and direction to the HR and L&D team, ensuring a collaborative and supportive environment.
- Partner with senior management to align HR and L&D initiatives with organisational goals and objectives.
- Lead organisational development initiatives, including succession planning, talent management, and workforce planning.
- Champion diversity, equity, and inclusion initiatives within the organisation.

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CORPORATE RESPONSIBILITIES:

Service Delivery	<ul style="list-style-type: none"> • Getting the job done to a high standard, on time and within budgets • Respond to internal and external customers promptly and professionally • Providing advice and support to co-workers/customers • Submit regular reports within the responsibilities of the position • Comply with all policies and any applicable legislation
Performance	<ul style="list-style-type: none"> • Contributing towards the successful achievement of Key Performance Standards • Working towards the aims and objectives of Grŵp Cynefin and supporting the development of the body
Policies and Processes	<ul style="list-style-type: none"> • Working in accordance with all Grŵp Cynefin policies and processes • Ensure policies and processes align with legislative, managerial and well-practiced requirements • Review and propose policy improvements to support continuous improvement
Financial and Budgetary	<ul style="list-style-type: none"> • Contribute to effective budget management
Other	<ul style="list-style-type: none"> • Representing Grŵp Cynefin effectively externally by conveying a professional and positive image on all occasions • Commitment to tenant participation in all aspects of work

The above Job Description is not an exhaustive list of the duties and responsibilities of the position.

Other duties within the scale of the position will be required from time to time in discussion with the Manager.

The job description is reviewed regularly and in accordance with service requirements. Any proposed change will be discussed with the office holder.

PERSONAL RESPONSIBILITIES:

Act in accordance with Grŵp Cynefin values:-

Open	Transparent in the way we work with in decision making. Willing to work together to achieve the best results.
Innovative	Forward thinking and ready to challenge ourselves to discover new ways to operate and deliver the highest quality services to our customers.
Encouraging	Working with passion to support our customers, co-workers and partners as well as help our communities succeed.
Accomplish	Operate professionally using our expertise, to ensure the prosperity of the

	company and our people. Always aim for continuous improvement and value for money.
Respect	Respect each other with others, promote equality and reject any prejudice
<p>Ensuring confidentiality, security and integrity of data Promote and act in accordance with the Health and Safety Policy Promote equality and diversity in all aspects of the work.</p>	

It is expected that all staff within Grŵp Cynefin operate within our Competency Framework, which are behaviours or skills that are essential for effective performance:

- Effective Communication
- Work as a Team
- Working Effectively and Efficiently
- Customer Excellence
- Continuous Improvement

MAIN LINKS TO THE POST:

Internal:
The Chief Executive, members of the Executive Leadership Team, Senior Management Team and Management Team, staff. Members of the Board of Management and Committees on a periodic basis.

External:
Internal Auditors, Local Collages and Schools, Careers Wales, Welsh Government

NORMAL WORK ENVIRONMENT:

- Standard office hours, but occasionally additional hours to attend meetings outside of office hours.
- A mix of office and home, as there are at least 2 days a week in the Office

**PERSON SPECIFICATION
LEARNING AND DEVELOPMENT MANAGER (L&D)**

*All criteria are considered essential unless indicated as
desirable*

Education and Qualifications:

- Bachelor's degree in Human Resources, L&D, Organisational Development or a related field
- Master's degree or a L&D/HR certification
- CIPD Level 5, working towards Level 7

Professional Experience:

- Minimum of 5 years of generalist L&D experience in an L&D role with at least 250 employees.

Knowledge and Skills:

- Strong understanding of L&D methodologies and practices and overall HR generalist best practices.
- Excellent interpersonal and communication skills, with the ability to build strong relationships at all levels of the organisation.
- Proven leadership skills with a focus on developing and mentoring teams.
- Strong analytical and problem-solving abilities.
- Ability to manage multiple priorities and projects in a fast-paced environment.
- Passionate about employee development and organisational culture.
- Demonstrated commitment to the values of diversity, equity, and inclusion.
- Innovative thinker with a proactive approach to problem-solving.

Bilingual (English and Welsh) in the following or higher levels:

Listen: Can follow normal work-related conversations, in both languages between fluent speakers.

Reading: Can understand common material, and technical material with diction, in both languages.

Talk: Can hold a pretty in-depth conversation about routine work issues in both languages. Writing: Can draft normal text, with editorial assistance, in both languages.

Leadership and Management

- Able to work effectively with a focus on results
- Commitment to providing excellent customer services
- Have a collaboratively style of working

Summary of Terms and Conditions LEARNING AND DEVELOPMENT MANAGER (L&D)

Type of contract	Permanent
Salary	Competitive Salary is paid on the 20th of each month
Holidays:	30 days a year plus the statutory bank holidays and the period between Christmas and New Year
Travel:	Essential car user
Pension:	Grŵp Cynefin offers pension provision through the Social Housing Pension Scheme (SHPS)
Probation:	6 months
Working hours and work organisation	35 hours a week Monday - Friday Flexi scheme is implemented
Sick pay	An occupational sick pay scheme is implemented.
Special Absences	5 paid pro rata days in any 12 month period to care for certain dependents 2 days pro rata with pay to get married, to move house, to divorce. Reasonable credit time for medical appointments. Up to 10 days pro rata with pay on occasion of bereavement. Up to 3 months pro rata with pay to care for a close relative with terminal disease
Lifestyle benefits	Access to our wellbeing scheme Flexible working facilities and the ability to work remotely/ work from home if suitable.

Personal Development	If you have professional qualifications and pay annual professional fees to your membership body, we will pay one of these each year to help you stay connected and up to date with the latest information and education from your professional body. We also want all our colleagues to enjoy the benefits of lifelong learning, so if you work with us we will invest in you in this way too!
Disclosure and Barring Service (DBS) Check	Basic Check