

Learning & Organisational Development Officer

Job Level	3	Job reference No.	
		Role review	
Directorate	Health and Care	Service/Function	Health and Care Learning and Development
Reports to	L&D Manager		

Scale and scope of role

Direct reports	None	Indirect reports	None
Budgetary responsibility / accountability	None	Accountability for other resources	None
Reach and impact	Responsible for the delivery of training programmes to support the learning and development of Health and Care staff and volunteers across the UK. (Provide SVQ Assessment of BRC employees in Scotland)		

Context

We help anyone, anywhere in the UK and around the world, get the support they need if crisis strikes: connecting human kindness with human crisis.

We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over, we help them to recover and move on with their lives.

We are part of the global Red Cross and Red Crescent humanitarian network.

Our values and principles

Our values (compassionate, courageous, inclusive and dynamic) underpin everything we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its **fundamental principles**: humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

Purpose of the role

This role is responsible for the delivery of learning and development programmes to ensure that our Health and Care teams are able to deliver high quality, person-centred care, and support to people in crisis, through accessing high quality learning and professional development including achieving qualifications.

Main responsibilities

1 Delivery

- Contribute to positive service outcomes by delivering high quality person-centred training in line with regulatory frameworks, sector occupational standards, internal QA frameworks and best practice
- Capture and share good L&OD practice, emerging trends, issues and opportunities that help ILCR to monitor and improve levels of competence.
- Develop, review and update a national programme of learning and development to meet the changing needs of the service
- Maintain records and documentation for individuals and analyse data to ensure learning interventions are in line with learning pathways.
- Support, assess, or verify candidates undertaking accredited qualifications, ensuring timescales are agreed for completion of work and meet the requirements of BRC SVQ Centre and/or external organisations delivering qualifications.
- To contribute to the monitoring and regulation requirements of the BRC SVQ Centre, or other external Qualification Centres as required
- To collate service PDPs, review and analyse for trends and ensure that line managers are supported to meet their teams' plans and to support individuals to realise their potential.
- Maintain occupational competence through ongoing CPD and adoption of BRC tutor quality monitoring frameworks.

2 Collaborative working

- Build and maintain strong working relationships including clear communication and cooperation on the development and delivery of the Health and Care learning and development programmes
- Participate in the Learning and OD Community of Practice to enable sharing and collaboration in building learning and organisational development across the organisation
- Support the development of and adopt an organisation wide framework and governance for the quality of learning in BRC
- Support and contribute to the development of non-service specific training to ensure fit for purpose training for the organisation and to ensure it meets ILCR needs
- Advise and support staff with specific learning and development needs, including career progression and capability issues.

3 Team Member

- Actively participates in all team meetings
- Supports other team members
- Work and behaves in accordance with all BRC policies and procedures
- Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamic).

Pre- engagement checks

Criminal Records

Type of criminal record checks required for this role

England and Wales - Disclosure and Baring Service Check (DBS)
> None
Scotland
> None
Northern Ireland
> None

Drivers Checks

> Required Yes

Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis in the UK. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone, regardless of; age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate and we want you to be able to bring your authentic-self to the Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness

Person Specification

		Requirement	Evidenced obtained through Shortlisting (S) Interview (I) or Assessment (A)		
Knowledge and Skills	Essential	<ul style="list-style-type: none"> > Knowledge of health and social care regulatory framework(s) and occupational standards > Highly developed communication and influencing skills with ability to rapidly build rapport and confidence with people > Competent in giving constructive feedback, including delivering difficult messages > Understanding of coaching, action learning and other non-traditional interventions (e.g., e-Learning, webinars etc) 	S	I	A
	Desirable	<ul style="list-style-type: none"> > High level of IT literacy > Recognised qualification in health and social care or equivalent by experience > Workplace assessor award D32/D33, A1, L&D9DI QCF Assessor or willingness to undertake > Verifier Award D34, V1, L&D L&D11 or willingness to undertake 	S S S	I	
Experience	Essential	<ul style="list-style-type: none"> > Experience or working within health and social care > Experience of designing and delivering learning and development interventions 		I	
	Desirable	<ul style="list-style-type: none"> > Experience of continued professional development 		I	

Behaviours	COMMUNICATING AND INFLUENCING Tailors their approach <ul style="list-style-type: none"> ➤ Adapts their method of communication and message to suit a specific audience ➤ Uses their understanding of others to tailor and choose the approach that will have the greatest impact 				
	EMBRACING AND LEADING CHANGE Promotes constructive change <ul style="list-style-type: none"> ➤ Implements constructive changes successfully and supports others to do so ➤ Overcomes obstacles and deals with resistance around doing things differently, sensitively, and respectfully ➤ Manages own responses to uncertainty around change and takes account of other peoples' responses 				
Additional requirements	WORKING COLLABORATIVELY Pro-actively builds collaborative relationships internally and externally <ul style="list-style-type: none"> ➤ Takes the time to be curious, gets to know others and their perspective, formally and informally ➤ Manages relationships and partnerships for the long term, sharing insights, building trust, constructively and openly tackling conflict to agree solutions ➤ Helps others to understand the common ground 				
	MANAGING PERSONAL IMPACT Is self-aware <ul style="list-style-type: none"> ➤ Recognises, manages and is responsible for their own emotional and behavioural reactions to situations ➤ Is aware and willing to discuss their own strengths and development areas, as appropriate ➤ Reflects on their behaviour and uses mistakes as opportunities for learning ➤ Role models good behaviour to achieve the organisations vision 				
Additional requirements	Essential	<ul style="list-style-type: none"> ➤ Ensures inclusive practice and promotes diversity ➤ Able to travel across the UK on a regular basis 	S	I	
	Desirable				

We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act) who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.