

JOB DESCRIPTION

Job Title: Training and Development Manager/SQA Coordinator

Responsible to: Senior Manager, Quality and Development

Job Purpose

Moore House Group (MHG) believes the aim of learning, training and development is to improve practice through upskilling staff and embedding our values, to encourage continuous improvement throughout the organisation.

Working closely with the Senior Manager, Quality and Development, and the wider management team to identify the organisation's learning, training and development needs. Plan and coordinate the delivery of all the organisation's learning, training and development, in line with the organisation's training strategy and operational development plans. Regularly undertake a training needs analysis based on emerging practice ideas.

Key Responsibilities

- Identify learning, training and development needs by conducting an annual training needs analysis, presenting the information as an overall training plan and individual training plans in an agreed format.
- Develop MHG's learning and development strategy in line with the training needs analysis, the strategic and operational development plans.
- Coordinate all learning and training delivered within MHG or delivered by contracted consultants/agencies, and maintain and update the organisation-wide annual training calendar.
- Plan, arrange and facilitate the Induction Programme content for all new staff, focusing on values, culture, ethos, policy and practice as directed by the Senior Management Team.
- Ensure all new staff access a high quality induction and support programme during their twelve months probationary period; equipping them with the necessary skills, expertise and confidence to effectively carry out their roles.
- Develop and implement an effective buddying/mentoring programme for new and promoted staff.
- Produce a skills audit of all staff and update at regular intervals. Support managers in making the best use of staff skills and expertise for the wider benefit of our young people and the organisation.

- Meet new staff members, in groups and individually, on a regular basis during their probationary period to facilitate professional discussion on practice, their initial experiences of working in the organisation and providing input to support continued personal and professional development.
- Together with Human Resources, ensure training records are maintained for individual staff members, including registration status, and that systems are in place to enable us to address organisational needs.
- Monitor staff engagement and progress in the learning and training being provided and, where concerns arise, investigate these and complete necessary actions.
- Monitor quality of learning, training and development offered by others including external providers and address concerns when they arise.
- Develop performance indicators which evaluate the success of both individual training plans and the overall training strategy.
- To liaise and jointly plan with the Safe Crisis Management and Child Protection Coordinators the ongoing training requirements for all staff members.
- To lead and contribute to working groups including the Training Committee, and the Staff Retention and Wellbeing Committee.
- At the request of the Board and Director of Children's Services, engage in other organisational-wide learning opportunities and forums e.g. exit interviews, debriefing sessions.

Accreditation

- Manage the internal Assessment Centre in line with SQA requirements, maintaining and developing systems, policies and processes for the delivery of professional qualifications
- Liaise with senior managers and with external delivery partners to plan, review and organise professional qualification provision to support staff in meeting conditions of SSSC/relevant professional registration
- Ensure assessors and internal verifiers are current in the requirements of their role
- Assign assessors and internal verifiers to relevant programmes, allocating and reviewing their caseload of candidates to meet agreed annual targets and coordinating monthly progress reports
- In collaboration with line managers, support internal assessors and verifiers
- Ensure candidate induction, learning materials, qualification delivery and assessment meet SQA's requirements and the MHG internal quality standards

- Plan and coordinate standardisation meetings to discuss current assessment and verification issues, to share knowledge and good practice and to disseminate relevant SQA information
- Co-ordinate the completion of submissions for funding relating to professional qualifications and ensure reporting requirements are met in a timely and accurate manner
- Oversee the administration of the e-portfolio system and the allocation of licenses, acting as point of liaison with the SQA
- Maintain an awareness and a resource list of funding opportunities for staff training. Signpost staff to funding streams.

Resources

- Ensure that all resources are managed effectively and efficiently, according to best management practice and to agreed budgets.
- Responsibility for all administrative functions relating to MHTA, ensuring they are carried out in line with organisational guidelines

Organisational Responsibility and Accountability

- To be part of the management team and to work closely with Service and other Managers to promote joint working across disciplines ensuring the organisational aims are achieved.
- To work with the Senior Manager, Quality and Development to implement agreed Quality Assurance measures within the organisation. In particular measuring the impact of learning, training and development on practice and ensuring that training delivery is evaluated.
- Ensure that effective communication is maintained among staff and ensure the explicit values of the organisation are embedded.
- Represent the organisation at national events and conferences in a professional ambassadorial manner.
- Lead and participate in relevant organisational meetings, taking minutes and chairing as required.

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post-holder will perform. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.

PERSON SPECIFICATION

LEARNING AND DEVELOPMENT MANAGER

Personal Competencies

- Highly motivated with demonstrated commitment and enthusiasm
- Trustworthy, reliable
- Good interpersonal skills
- Good communication skills, verbal and written
- Conflict resolution and negotiating skills
- Team working and leadership skills
- Analytical and proactive problem solving skills
- Ability to think strategically and creatively
- Ability to adapt and cope with pressure and change
- Demonstrates a strong commitment to self-directed learning.

Professional Competencies

- Sound working knowledge of child care practice and theory
- Sound working knowledge of current and emerging training tools aids
- Sound working knowledge of basic management theory and practice
- Strong presentation and facilitation skills.
- Demonstrated ability to engage positively and effectively with staff and young people
- Demonstrated leadership ability in a child care or social care setting
- Demonstrated ability to reflect on one's own practice, establish new standards and enable others to do the same

Qualifications and Experience

- Qualified to degree level in a relevant discipline.
- Assessor and Verifier qualifications e.g. D32/33, A1, L&D9DI, D34, V1, L&D11.
- Minimum of 3 years experience of people management in a training and development role, with extensive knowledge of the health and social care sector.
- Experience in training course design and development.
- Sound understanding of awarding organisations e.g. SQA, and student funding bodies e.g. SAAS

References and Disclosure

- Professional references, including previous and current employers, verifying personal/professional competencies
- Suitable clearance of Enhanced Disclosure Scotland check
- Clean driving licence