Job Title: **Learning and Development Advisor**

Grade: D

Reports To: Head of Learning and Talent Development

Role Responsibilities: No line management or budget responsibilities

The Role

Our vision is to transform lives, empowering independence through care excellence for all.

As part of ECL's Learning & Talent Development Team (L&TD), your primary focus will be on developing the skills, knowledge, confidence and capability of colleagues working in adult social care through the delivery, design and evaluation of engaging and inclusive learning interventions that support high-quality, person-centred care and positive outcomes for our customers.

Most of your time will be spent planning, facilitating and evaluating statutory, mandatory and service-specific training programmes across ECL, including, but not limited to, Moving and Handling, First Aid, Safeguarding, Induction, Mental Capacity Act and De-escalation training. You will also design, develop and maintain digital, blended and e-learning solutions using learning technologies and AI-enabled content authoring tools.

Working collaboratively with ECL managers, colleagues and key stakeholders, you will identify current and future workforce development needs, provide specialist learning and development advice, deliver key L&TD projects and implement effective learning solutions. Through strong partnership working, you will contribute to the development and success of services, support continuous improvement and help embed a positive learning culture across ECL.

Based at Chelmsford with travel expected across Essex, West Sussex and other operational locations as necessary.

Job Purpose

- To promote a culture of continuous learning and development across ECL, encouraging colleagues and managers to take ownership of their development and apply learning to improve workplace practice.
- To design, deliver and evaluate high-quality, inclusive learning interventions that develop workforce capability and support safe, effective, person-centred care, with a primary focus on the delivery of statutory, mandatory and service-specific training programmes.
- To work collaboratively with colleagues, managers and stakeholders to identify workforce capability gaps, provide specialist advice and recommend proportionate learning and development solutions.

- To contribute to the continuous improvement of the L&TD service, ensuring learning interventions are effective, aligned to organisational priorities and delivers value for money.

Key Accountabilities

- Demonstrate ECL's values of Caring, Excellence, Integrity and Teamwork through professional conduct, collaborative working and delivery of high-quality learning, while constructively challenging behaviours that do not align with these values.
- Work flexibly and collaboratively across teams and services to support organisational priorities and deliver effective learning and development outcomes.
- Demonstrate creativity, professional curiosity and constructive challenge to support continuous improvement, effective use of resources and innovative approaches to learning and development.
- Ensure the proper assessment, management and mitigation of risk, including Information Governance, Health and Safety and Business Continuity.
- Responsible for recognising a disclosure of a concern from an individual that requires a safeguarding intervention to be made and to take appropriate action.

Role Specific Accountabilities

High-quality Learning and Development

- Design, develop and deliver engaging and inclusive learning interventions through face-to-face, virtual, digital and blended approaches, with the majority of delivery focused on Adult Social Care training programmes including Moving and Handling, First Aid, Safeguarding, Induction, Mental Capacity Act, De-escalation and other workforce development programmes. Deliver a planned programme of statutory, mandatory and service-specific training across ECL services, ensuring colleagues have the skills, knowledge and confidence required to perform their roles safely and effectively
- Manage allocated learning and development initiatives applying the full learning cycle from identifying needs, setting measurable objectives through to design, delivery and evaluation, ensuring learning is effective and supports improvement in workplace practice.
- Evaluate the effectiveness and impact of learning interventions through participant feedback, assessment, workplace application and relevant performance measures, using findings to inform continuous improvement.
- Develop effective relationships with external learning providers, monitoring the quality, effectiveness and value for money and recommending improvements based on evaluation feedback.
- Regularly review and quality assure learning content, materials, assessment methods and delivery standards to ensure learning remains accurate, consistent, inclusive and aligned to organisational and regulatory requirements.
- Apply inclusive, evidence informed learning design and varied engagement techniques, making appropriate adjustments to learning content and delivery to meet the diverse needs, experience and knowledge of participants.
- Work collaboratively and colleagues to promote learning and development opportunities, encourage participation and support the application of learning in the workplace.

- Utilise digital learning technologies, e-learning authoring tools and AI-enabled content creation tools to develop accessible learning resources, enhance learner engagement and improve the efficiency and effectiveness of learning deliveryContribute to the annual learning and development plan, by working collaboratively with operational and corporate services to identify workforce capability gaps, agree development priorities and recommend cost effective appropriate solutions.
- Support the effective administration, monitoring and utilisation of learning and development funding allocated to relevant projects, in accordance with organisational requirements.
- Assist the Head of Learning and Talent Development in sourcing alternative funding streams.
- Develop and maintain effective partnerships across health and social care sector to support workforce development, share good practice and identify opportunities for collaborative learning.

Specialist Learning and Development Consultancy

- Work in partnership with managers and stakeholders to identify current and future workforce development needs, understand operational challenges and determine appropriate development priorities that support service delivery and organisational objectives.
- Provide specialist learning and development advice and guidance to managers on appropriate learning and development solutions, identifying whether learning interventions or alternative approaches are most appropriate to address capability and performance gaps.
- Provide professional advice, guidance and insights on workforce capability, emerging skills requirements, professional development and opportunities to strengthen organisational effectiveness.
- Contribute to the design and delivery of learning and workforce development initiatives, including management and leadership development programmes, that strengthen colleague capability, support person-centred care, develop management effectiveness and enable talent development and career progression.

Continuing Professional Development

- Maintain relevant trainer qualifications, subject matter expertise, professional accreditations and delivery competence, ensuring learning content and facilitation practices reflect current legislation, regulatory requirements and recognised professional standards.
- Maintain current knowledge of adult social care developments, workforce priorities, learning and development practices and relevant guidance from Skills for Care, SCIE and other recognised professional bodies.
- Take ownership of continuing professional development, including building expertise in inclusive learning practices, learning technologies and innovative approaches that enhance the quality and effectiveness of the L&TD service.
- Participate fully in the performance management review process.

General

- Maintain confidentiality and handle personal and sensitive information appropriately, in accordance with data protection legislation, ECL policies and procedures and applicable Caldicott principles.
- To undertake any additional professional development and relevant Train the Trainer accreditations, where required, to maintain competence and enhance the capability and learning provision of the L&TD service.
- All duties to be undertaken at all times with regard to:
  - Our mission, vision and values
  - Data Protection
  - Health & Safety at Work
  - ECL's Diversity, Equity, Inclusion & Belonging Policy
  - Sustainability

This job description provides an outline of the key responsibilities and outcomes of the role and is not exhaustive. The postholder may be required to undertake other reasonable duties consistent with the responsibilities and grade of the post.

Person Specification

Key Skills and Competencies

Education and qualification

- Essential- Level 3 Award in Education and Training (AET), PTLLS or equivalent recognised teaching/training qualification.
- Relevant learning and development, training or CIPD qualification, or demonstrable equivalent professional experience
- Desirable-Recognised Train the Trainer qualifications or accreditations in relevant areas such as Moving and Handling (IOSH accredited), First Aid, Mental Health First Aid, Positive behaviour support, leadership development or other relevant adult social care subjects would be desirable.

Skills and Experience (all essential)

- Demonstrable experience of delivering learning and development within adult social care, health and social care, or another operationally focused service environment, with a sound understanding of workforce capability development and regulatory compliance.
- Significant experience of delivering effective and engaging face-to-face, practical and virtual training programmes within Adult Social Care or a related sector, using a range of facilitation techniques to meet the needs of different learner groups.
- Ability to evaluate the effectiveness of learning interventions, using feedback, performance information and other relevant workforce data to identify improvements and demonstrate impact.

- Ability to design and deliver inclusive learning interventions using a range of facilitation techniques to meet diverse learner needs and maximise learning effectiveness.
- Confident in using digital learning technologies, learning management systems, e-learning authoring tools and AI-supported content creation tools to support the design, delivery and evaluation of learning.
- Ability to monitor the quality and effectiveness of external learning providers, identifying areas for improvement and escalating concerns where appropriate.
- Strong written communication, planning and organisational skills with the ability to manage competing priorities, coordinate projects and meet deadlines.
- Strong interpersonal, communication and stakeholder kills, with the ability to build effective working relationships, influence decisions and provide constructive professional challenge.
- Understanding of inclusive learning practices, neurodiversity, accessibility and reasonable adjustments with the ability to adapt learning to meet diverse colleague needs.

Skills and Experience (Desirable)

- Experience of working within the adult social care sector, including the delivery of statutory, mandatory or role-specific training programmes.
- Experience of delivering Moving and Handling, First Aid, Safeguarding, Induction, Mental Capacity Act, Positive Behaviour Support, De-escalation or other Adult Social Care learning programmes

Values and Behaviours

- Demonstrate ECL's values of Caring, Excellence, Integrity and Teamwork by ensuring learning and development activities are inclusive, person-centred and focused on improving outcomes for colleagues and customers.
- Demonstrate empathy, professional curiosity and active listening, valuing different perspectives and creating an inclusive and psychologically safe learning environment where colleagues feel respected and supported.
- Ability to work creatively, adapt effectively and a commitment to continuous improvement by embracing innovation and identify opportunities to enhance learning and workforce development.
- Build positive working relationships and use effective communication, professional expertise and constructive challenge to influence decisions, encourage engagement and support improvements in workforce capability.
- Demonstrate a commitment to teamwork by working collaboratively with L&TD colleagues, ECL managers and colleagues, subject matter experts and external training providers, sharing knowledge, supporting one another and contributing to collective goals to deliver effective learning and positive outcomes for colleagues and customers.
- Promote a positive learning culture by encouraging curiosity, reflective practice, constructive feedback and continuous professional development.
- Demonstrate professionalism, accountability and integrity by maintaining accurate knowledge, delivering high-quality learning to recognised standards.

Person-centred care

