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**JOB DESCRIPTION**

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| **1. JOB DETAILS** |  |
| *Please complete all details below apart from the job reference and note that the job holder(s) should not be named on this form. It is intended that job descriptions will be anonymous for banding purposes. The AfC Team will devise a confidential system to link job holders with their job descriptions and accordingly will complete the job reference.* | |
| Job Title: | **Organisational Development and Learning Advisor** |
| Immediate Senior Officer/Line Manager: | **Learning and Development Manager** |
| Department(s): | **Centre of Expertise** |
| Division: | **Human Resources – NSS Corporate Support Group** |
| Job Reference: |  |

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| **2. JOB PURPOSE** |
| To identify, design, deliver and evaluate effective learning and development (L & D) opportunities and solutions across NSS to support SBU’s in the delivery and implementation of NSS learning and Development plan.  To provide specialist early careers advice and guidance to SBU’s, and other stakeholders across NSS and encourage a learning orientated culture with a focus on quality and governance. To manage all early careers processes and relationships. |

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| **3. DIMENSIONS**   * NSS as a Non-Departmental Public Body (NDPB) provides a diverse range of Strategic Business Units and Support functions for the NHS in Scotland.  Processing and Payment of £2 billion in primary care payments on behalf of NHS Boards. * Total direct/indirect HR Staff, Training & Organisational Development Staff, Healthy Working Lives staff-100.  The Director of HR and Workforce Development has line management responsibility and professional accountability for all staff across the HR function, except Head of Healthy Working Lives who is professionally accountable to the NSS Director of Nursing. * The post holder will coordinate the Learning and Development Early Careers strategy administration support provided by the HR Service Centre. * The post holder will have responsibility for raising and signing off purchase orders. |

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| **4. ORGANISATION CHART** | |
| Please See Attached  L&D Manager  **Digital Advisor x1**  **Digital Technologists x2**  **Modern Apprentice x1**  **OD & L&D Advisors (generalists) x2**  **OD & L Advisor - Early Careers x1**  **OD & L&D Advisor x1 aligned to: National Screening Services, National Procurement and NHS Assure** | |
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| **5. ROLE OF THE DEPARTMENT** |
| The role of the HR function in NSS is to lead the development and implementation of an integrated HR strategy, support Staff Governance and provide a professional operational HR service to all Divisions, in addition to taking responsibility for employment legislation, resourcing, reward and ‘employing authority’ matters (e.g. setting and monitoring HR standards, providing ‘high’ level advice on HR issues and supporting the delivery of statutory and mandatory compliance) . This includes opportunities to apply competitive HR techniques and practices that an innovative HR function is equipped to support in terms of both design and implementation. The function and HR Service Centre includes:  **Employee Engagement and Rewards –** providing an employee relations service which encourages and develops partnering working arrangements with the trade unions, professional bodies and staff across the organisation to enable the NSS to deliver its service strategies.  **Healthy Working Lives -** ensuring that statutory obligations are maintained together with a strategic approach to the management of Health, Safety & Wellbeing in line with the Healthy Working Lives strategy and in compliance with Health and Safety at Work and Infection Prevention and Control. This includes setting high standards benchmarked against external best practise and ensuring that any non-compliance is highlighted at the appropriate management level and ultimately at Board level.  **Organisational Development –** Leading, in conjunction with relevant stakeholders, programmes relating to strategic organisational change, organisational learning and development, which support the personal and professional growth of individuals, teams, professions and the workforce as a whole, within a regulatory and best practice framework. |

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| **6. KEY RESULT AREAS** |
| * Assist the Learning and Development Manager with the implementation and management of the Early Careers Strategy (Modern and Graduate Apprenticeships, and other initiatives). Inclusive of related processes. * Nurture good working relationships with internal and external partners to support a robust Early Careers Service * Responsible for elements of the Learning and Development Plan to support organisational effectiveness * Contribute to the development of statutory and mandatory training through providing advice and practical support to the SBUs’ L & D Leads in implementing a range of corporate and operational Learning and Development programmes to deliver the current and future workforce development needs. * Deliver and facilitate Learning and Development activities including courses, corporate presentations, and events. Engaging a wide range staff of on a regular basis. Deliver and facilitate to individuals and groups who may have complex needs, barriers to learning and limited or no digital skills. * Provide advice and guidance, including resolution of L&D queries and issues referred by the HR Service Centre – both internally to HR Teams and externally to Directorate Managers and staff - ensuring that advice is up to date and accurate and that it is consistently applied across the organisation. * In collaboration with HR colleagues and corporate leads, identify, develop, design and deliver training programmes/workshops/events and associated E Learning as required for implementation across NSS. * Provide qualitative and quantitative information to the senior management team on all aspects of Early Careers activities. * Work collaboratively with HR colleagues to design and deliver learning and development pathways to minimise risk in support of succession planning across roles and service development. * Provide communications on Learning and Development Activity in a range of formats to support the implementation of the Learning and Development Plan. * Represent NSS Learning and Development at NHS Scotland wide external events including L & D Leads meetings and various Employability and Apprenticeship Network events, to maintain and develop relevant networks, sharing knowledge and best practice across NHS Scotland. * Undertake planned or ad hoc project work, leading on Learning and development projects and initiatives, undertaking appropriate research, providing regular update reports, monitoring progress against agreed project plan and ensuring that timelines are adhered to. * Support the consistent implementation, both by line managers and HR staff, of related policies and processes including Induction, Performance/Personal Development Plans and KSF Reviews. |

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| **7. ASSIGNMENT AND REVIEW OF WORK and DECISIONS AND JUDGEMENTS** |
| Work is essentially self-directing, with direction and timescales driven by HR strategy, NSS Learning and Development Plan and Directorate business plans. Objectives are agreed with the Learning and Development Manager on an annual basis with reviews held every six months. Ad hoc meetings with the line manager and others in HR are held as required. Within agreed objectives, the postholder will be expected to plan the work, resolve problems, and make decisions on how outcomes will be achieved. As well as providing an L&D advisory service to Directorates, they will communicate regularly with other members of the HR function particularly in relation to providing HR colleagues with specialist learning and development advice and guidance. |

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| **8. COMMUNICATIONS AND RELATIONSHIPS** |
| Skills  * + Explain and relay information/ideas and feedback to a wide range of differing groups to ensure ease of understanding and to encourage learning.   + Influence and persuade individuals and groups of staff through the application of L&D expertise, knowledge and/or advice.   + Apply tact, diplomacy and discretion when dealing with sensitive and/or confidential training and development and learning issues.   + Apply well developed motivational skills in dealings with External Bodies, Managers and Staff.   + Demonstrate persuasive and negotiating skills in interactions with external organisations e.g training providers, conference facilities, educational establishments, over arranging suitable venues, agreeing costs, seeking discounts raising concerns about level of service.   + Utilise a range of good presentation and communication skills in varying formats to reduce any barriers to learners understanding, e.g. orally, in writing, eLearning etc,   + Display well developed interpersonal skills with the ability to be empathetic and offer reassurance.   + Regularly required to make presentations to groups of staff and to deliver training events   **Relationships**   * The postholder has informal and formal contact with managers, employees, corporate leads and other stakeholders across the organisation. * The postholder will participate in working groups within the organisation to ensure good outcomes are achieved in organisational development, management development, and learning and development. * The post holder will provide advice and guidance that supports managers in reaching decisions and making judgements on workforce and L&D issues. * The postholder will be required to work with staff impacted by organisational change in order to assess knowledge and skills and support the redeployment manager. |

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| **9. MOST CHALLENGING PARTS OF THE JOB** |
| Building and maintaining good working relationships with Corporate Leads, Managers, employees and external parties, recognising their business priorities, whilst ensuring compliance and consistent application of Learning and Development practices, policies, procedures and quality standards across the service.  Early Careers is a new strategy and service, so experience of the education system and apprenticeships would be useful. |

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| **10. SYSTEMS** |
| This post requires the daily use of the Microsoft Office to create, present and analyse information in a range of formats for regular communications including via e-mail, reports, any associated documentation and training materials, correspondence, marketing materials, compiling spreadsheets, creating PowerPoint presentations, accessing, and updating the geNSS intranet and accessing internet explorer.  The post holder will be required to maintain and provide reports and processes both manually and computerised regularly for information gathering, analysis and recording systems using MS Forms and use of SharePoint.  The post holder will also be required to learn and have a good working knowledge of Turas Learn, the Learning Management System.  The post holder will also have personal access to the Crown flexi and e -Expenses. And processes (manual and computerised) in relation to area of expertise and audit these systems regularly. |

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| **11. PHYSICAL, MENTAL, EMOTIONAL EFFORT** |
| Physical Effort  * May be required to carry a laptop and data projector * Some travel throughout Scotland will be required to NSS sites * Attending meetings and other external events * Work requires sitting at a desk using a computer * Facilitating training courses and workshops may require post holder to be standing for long periods  Mental Effort  * Post holder must spend time drawing from specialist knowledge and experience to consider issues or problems and identify and recommend possible options for resolution. * Post holder required to attend and contribute to meetings, represent Learning and Development and HR, reporting as required on area of expertise. * Postholder required to deliver presentations and answer any resultant questions. * Frequent competing demands, changing workload and interruptions daily. * Periods of concentration are required, normally between 3 and 4 hours when writing training materials, drafting reports, collating training data and undertaking correspondence.  **Emotional Effort**  * Postholder may be exposed to confrontational and contentious situations where they must remain calm, listen carefully and exercise facilitative and conciliatory skills.   At all times, the postholder is required to deal with these issues with confidentiality and professionalism, providing support to both the member(s) of staff and the line manager(s) involved. |

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| **12. ENVIRONMENTAL/WORKING CONDITIONS & MACHINERY AND EQUIPMENT** |
| Working Environment  * The L&D team is split between Edinburgh and Glasgow, so travel between the 2 sites is required for team meetings and occasional in person training events. There may, on occasion be a requirement to travel to other sites across Scotland. * This is a hybrid role, mostly home working, however with onsite visit’s when required to meet the needs of the business. * Required to use VDU equipment daily and standard office equipment. Microsoft Office 365 Teams is used as our main communications channel, along with email. * When in the office, there are constant and intrusive interruptions in an open plan office with hot desking facilities via phone calls, e-mail, and ‘face to face’ contact with staff. |

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| **13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** |
| Educated to degree level or equivalent experience within a learning or educational environment.  Membership of Chartered Institute of Personnel and Development or equivalent for example SVQ Level 4.  Demonstrable experience in an Organisational Development or Learning and Development role  Educational experience or good understanding of apprenticeships, qualifications and how to conduct a skills matrix review / conduct succession planning activity  Excellent training delivery, design, presentation, and facilitation skills.  Experience of the training cycle and evaluation of learning.  Experience of working in a large and multi-disciplinary organisation desirable.  The postholder should also have excellent written and oral communication skills. Well-developed inter-personal skills, able to apply a tactful and diplomatic approach in dealing with sensitive personnel matters.  Ability to work on own initiative and prioritise their workload, progress issues and deal with confidential matters.  Microsoft Word, Excel, PowerPoint and Outlook IT User skills are essential.  Experience of supervising/coaching/mentoring staff. |

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| **14. JOB DESCRIPTION AGREEMENT** |  |
| *A separate job description will need to be signed off by each jobholder to whom the job description applies*.  Job Holder’s Signature: | Date: |
| Head of Department Signature: | Date: |
| *HR Department will check job description format and content and then send the job description to the AfC Team*  HR Representative’s Signature: | Date: |