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| 1. JOB IDENTIFICATION | |
| Job Title: **Education Lead** **Workforce Development**  Responsible to: Head of Careers Development and Employability Workforce Development  Department(s): Corporate Education  Directorate: Human Resources and Organisational Development  Operating Division: Corporate Services  Job Reference: 152552  No of Job Holders: 1  Last Update: May 2023 (minor update) | |
| 2. JOB PURPOSE | |
| Lead on a portfolio of education programmes, which support delivery of a range of work streams in relation to workforce development, including supporting management of a team of education practitioners, project support managers and administrators aligned to those programmes.  The post holder will support local / regional education work programmes, contributing experienced education view / opinion. | |
| **3. DIMENSIONS** | |
| This department supports organisational development and learning and has a revenue budget of c£7m, with a staff compliment of 23.77wte.  Number of staff in the corporate education team 18.06wte.  Financial Responsibilities**:**  Authorised signatory up to £1k and influence on a budget up to £71k  Eg; Authorised signatory for resources for events, education collaborations and signatory for procurement orders of supplies and resources for programmes of work/events. The post will also influence decisions through an experienced view on budget spend related to education programme delivery.  Staffing Responsibilities:  Day to day direct management of one WTE B6 post | |
| 4. ORGANISATIONAL POSITION | |
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| 5. ROLE OF DEPARTMENT | |
| The HR & OD Directorate provides a range of expert specialist and transactional services including:   * Internal and external communications, media and public affairs * Online and telephone advisory services * Employee Relations support * Organisational, leadership and team development * Employee training and education (non-clinical) * Mediation and coaching services * Workforce planning and development.   The Directorate is responsible for developing HR Strategies, policy practice and delivering HR services which support corporate objectives, regional and national commitments to improve staff engagement and experience. | |
| 6. KEY RESULT AREAS | |
| 1. Lead and support the delivery and development of a wide range of education / training opportunities, that facilitate inclusive approaches, to improve workforce development and address inequalities / barriers (e.g. training collaborations with 3rd sector, employability and apprenticeship programmes, digital training) 2. Day to day management responsibility for an allocated team, including participating in recruitment, appraisal and personal development planning, to support a motivated and developing team. 3. Role model self-care and leadership, through actively taking part in and supporting team participation in local and organisational level health and wellbeing activity. 4. Support the Head of Careers Development and Employability by contributing to the development and implementation of policy and strategy for NHSL workforce development and education, based on learning from research, best practice and effective stakeholder consultation. This will involve regular attendance at key steering groups and deputised attendance at specified national and regional meetings, contributing to learning and next steps. 5. Contribute to development and delivery of corporate education and workforce development programmes, which support collaborative working across boundaries, and sharing of expertise, to support a skilled and engaged workforce capable of delivering high quality person centred care. This will be evidenced through innovative delivery and robust operational implementation of actions identified within respective Delivery Plans. 6. Plan and manage delivery of key objectives relating to education and workforce development programmes, in the short, medium and longer term. 7. Ensure the design and delivery of delegated education (e.g. digital learning, corporate education delivery of training, employability programmes) reinforces and supports a learning culture that is underpinned by our values and enhances staff experience. Ensure data and evaluation captures the experience of the individual and supports future delivery. This will include staff experience at all stages of employment from recruitment to induction, appraisal, day to day work and exit. 8. Actively support the Head of Careers Development and Employability by enabling and leading collaborative team leadership activity, enabling strong team purpose, co-production of priorities and review of activity, meaningful evaluation and decision making, which gives staff a voice and values their contribution. (This will include teams formed as part of collaborations with external partners, where the Education Lead may need to provide daily leadership and manage competing demands and views, which may make this more challenging). 9. With the Head of Careers Development and Employability, develop new ideas and ways of working, supporting team members with implementing new and improved service models of education with education providers that maximise the recruitment and retention of staff and support identified workforce need. Lead on implementing the alignment and integration of these pathways with existing work streams, to ensure opportunity for transferrable pathways and career development is maximised, and that impact on existing programmes is fully captured for learning e.g. creation of new apprenticeship models that need to support both employability access, and provide progression to further career development at more senior levels. 10. Seek activate collaboration with key stakeholders and work across new and developing boundaries with partners, to develop and improve identified employability and apprenticeship programmes of work. This will challenge barriers to an inclusive workforce (e.g. bias, historical ways of working and processes) and widen access, through new approaches to recruitment and retention. Ensure models for every programme are measured, evaluated and where appropriate, applied to derive maximum benefit across workstreams. With the Head of Careers Development and Employability support the team to apply learning and evidencing across all work streams where applicable, in a timely manner that enables a robust improvement approach. 11. Lead and manage the operational models of delivery for work experience and school engagement, ensuring effective collaboration with partners and service. Apply a continual improvement approach for sustainability, equity of access for participants, and maximum benefit to services and individuals. Ensure approaches support outcomes that demonstrate alignment and contribution to workforce development needs (e.g. help lead multi-service working groups, contribute to school partnership groups, regularly evaluate experience of students and staff). 12. Support and lead identified workstreams that develop literacy in the workforce, maximising opportunity and access to education, where literacy levels can be a barrier; support delivery of key actions within corporate education, around digital literacy and skills. This will include procuring and delivering new tests of education delivery, evaluating impact and maintaining organisational career pathways with identified service leads. 13. Oversee collation and preparation of robust future fit evaluation data for portfolio workstreams; support the Head of Careers Development and Employability, enabling preparation of annual, quarterly and adhoc reporting requirements, across corporate education and wider NHSL directorates.Ensure data collection structures within the team support flexible reporting and support inter-relationship of programmes, and an improvement approach to delivery. 14. Work closely with NHSL volunteering services, partners and within new collaborations, to support focussed volunteering opportunities for staff that supports capacity growth in organisational youth engagement skills, and thereby support sustainability of widening access pathways. Deliver and develop identified pathways with NHSL volunteering services into employability and apprenticeship opportunities, and identify opportunity for new collaborations. 15. Lead and support collaborative development of creative, cost effective education and service solutions that support workforce priorities. This will require the post holder to provide a senior level overview of existing funding opportunities that will support workforce development, and effective scoping of new opportunities and models for use. The post holder will demonstrate a robust approach to financial governance across work streams. | |
| 7a. EQUIPMENT AND MACHINERY | |
| Telephone / mobile phone  Conference calling / dial in  P.C. / data projectors / smart boards - for purposes of communication; collection, collation and interpretation of information / data; create and deliver presentations  Printer / copier  **Note:** New equipment may be introduced as the organisation and technology develops, however training will be provided. | |
| **7b. SYSTEMS** | |
| Post holder will be required to be competent in the use of Microsoft Office packages and have a well-developed understanding of the way in which technology and IT software can support the delivery of efficient systems to discharge job demands.  The following are examples of other systems which will be used when undertaking the role:  Intranet / internet  LearnPro  TURAS  Empower  eESS  Adverse Event / Risk Management Information System (DATIX)  SSTS  PECOS  Tableau  **Note:** New systems may be introduced as the organisation and technology develops, however training will be provided. | |
| 8. ASSIGNMENT AND REVIEW OF WORK | |
| As a member of the Corporate Education Senior Team, the post holder will contribute to and participate in the management and governance of the service.  The post holder will be responsible to the Head of Careers Development and Employability Workforce Development, who will provide guidance and professional management, work review and formal appraisal of performance.  Management of workload will be in the main self-directed, with support from the Head of Careers Development and Employability.  Review of performance is undertaken by the Head of Careers Development and Employability through the agreement of performance objectives, with formal appraisal undertaken on an annual cycle. More frequent informal reviews of current developments and progress on major issues will also be undertaken on an ongoing basis.  To continuously monitor capacity and workload demand to ensure efficient use of staff and to ensure process capability. | |
| **9. DECISIONS AND JUDGEMENTS** | |
| The post holder is expected to provide operational leadership, making professional and managerial decisions on a daily basis e.g. They will be required to prioritise and delegate workloads in response to competing demands; be able to re-prioritise workloads quickly and be flexible in response to emergent needs of the service, whilst making decisions and judgements that identify risk to delivery, and ensure progress is maintained against actions wherever possible.  The postholder will be expected to recognise individual and team staff performance issues and proactively address these through collaborative leadership skills, supervision and appraisal, making decisions and judgements in order to manage, develop and maintain individual and team skills and competence, at the level required within the workforce development team to deliver actions.  The post holder will be responsible for supporting and contributing to analysis and production of information that will inform and shape the design, delivery and monitoring of improvement, and workforce development e.g. ensuring capture of appropriate data for evaluation and assisting Head of Careers Development and Employability in collating and presenting reporting data, aligned to strategic objectives. Reporting needs must be met for immediate corporate need and wider, incorporating national, Government and public sector groups that influence this area of work.  The post holder will, where required, deputise at local, regional and national meetings for the Head of Careers Development and Employability, contributing an informed education view / opinion. This requires an informed careful and considered approach to navigate varied priorities and influence senior post holders across many sectors (e.g. SG, education, private and public sectors) | |
| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB | |
| Influencing decision making and implementing change, requiring challenge of existing working practices, influencing culture and behaviours and facilitating change, whilst supporting staff to consider and embrace new ways of working, despite competing conflicting demands.  Negotiating, motivating and working across wide partnerships, to deliver results, often when there may be resistance, apathy, lack of capability and/or capacity to change.  Requirement to re-evaluate, change and manage conflicting priorities and volume of work and the competing demands and high expectations of managers, staff and users of the service with limited available resources. | |
| **11. COMMUNICATIONS AND RELATIONSHIPS** | |
| Responsible for communicating, building and maintaining relationships, with a wide range of internal and external partners.  A high level of empathy and support for all NHS Lothian staff is essential with all communication, displaying the required level of tact and sensitivity.  Well developed interpersonal skills including leadership, persuasion, negotiation, assertiveness, listening, and conflict resolution.  The post holder must use their interpersonal and communication skills, written and verbal, to ensure effective communication with all internal and external stakeholders, including presentations to various audiences. The post holder, with the support of the Head of Careers Development and Employability, will influence change through other people, and assist negotiations around complex issues. | |
| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** | |
| **Physical Demands:**  Light to moderate: includes moving light equipment e.g. briefcases/lap-tops, using keyboards regularly/frequently for data analysis, spreadsheets, word processing etc and email.  Standard keyboard skills.  **Mental Demands:**  Concentration with attention to detail frequently required e.g. development / presentation of reports, analysing problems and proposing solutions, leading meetings, influencing NHS staff and managers, public speaking, working under pressure and balancing multiple demands in complex/changing environments, frequently re-prioritising workload to meet demands.  Negotiating skills are necessary, as is the need for accuracy in relation to all aspects of the post.  **Emotional Demands:**  Dealing with conflict situations e.g. in meetings where strong and conflicting views may be present.  Required to assert personal resilience.  Require to demonstrate personal assertiveness to deliver work streams.  **Environmental Demands:**  Standard office conditions with ongoing use of VDUs.  Often daily travelling across a wide geographical area to deliver work streams and attend meetings. | |
| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB | |
| **Qualifications**   * Educated to Masters level (SCQF Level 11) in education or Health and Social Care related subject, or equivalent knowledge * Professional qualification relevant to education or Health and Social Care related subject.   **Experience**   * Evidenced experience of delivering, managing and evaluating education and learning programmes and strategies. * Knowledge and experience of quality improvement methodology and application. * Line management and decision making * Working with range of stakeholders to support delivery and implementation of change * Strong presentation skills * report writing skills reflected in work stream reports * Strong leadership capabilities * Project management skills and approach * Understanding organisational dynamics, current health policy, strategic influences, professional behaviours and barriers to change. | |
| **14. JOB DESCRIPTION AGREEMENT** | |
| A separate job description will need to be signed off by each job holder to whom the job description applies.  Job Holder’s Signature:  Head of Department Signature: | Date:  Date: |