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# Learning & Development Officer Job Profile

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| Job Holder: |  |
| Reporting to: | HR Manager |
| Direct Reports: | None |
| Location: | Vicarage Road Stadium, Vicarage Road, Watford |
| Date Prepared: | October 2022 |
| Review Date: | October 2023 |
| Grade: | Officer |
| Salary: | Up to £27,000 (full-time) Dependent on experience |

**Job Profile Summary:** The purpose of this role is to coordinate, promote, initiate and evaluate a range of learning and development opportunities which help to develop our peoples’ knowledge, skills and behaviors. By doing so our aim is to help our people grow and develop in their roles, thereby enabling them to make a contribution to the Trust’s vision of improving lives and enhancing communities.

The Learning and Development Officer will also lead on casual staff recruitment and support the HR Manager on the recruitment process including, advertising of roles, screening of applicants, interview arrangements, processing of new starter paperwork, preparation of casual contracts and all onboarding schedules.

Main Responsibilities:

**Learning & Development Responsibilities:**

* Work closely with colleagues to identify current and future learning and development needs for full-time, part-time, sessional workers and volunteers through the PDR process and by undertaking a skills audit. From the audit, produce individual learning plans for colleagues as appropriate.
* Source internal and external training for all staff.
* Research online workplace learning and development platforms making recommendations to the senior leadership team as appropriate.
* Work on developing a learning and development strategy for the Trust, to include ‘Learning Pathways’ to support career progression.
* Conduct a review of management and leadership skills to inform the creation of a management training pathway.
* Monitor and evaluate feedback and effectiveness of all learning and development activity.
* Regularly update and communicate to colleagues the learning and development opportunities available via the training directory.
* Ensure that statutory training requirements are met.

**HR Responsibilities:**

* Be the Trust’s lead regarding the apprenticeship levy and the opportunities which it presents for the Trust to support colleagues’ learning/development and apprenticeship opportunities.
* Manage the Trust’s graduate/internship placements, from initial communication to ongoing supervision. Liaise with both Trust and Club staff to ensure the individual gets the best possible experience whilst with the Trust.
* Manage onboarding of new staff members, identifying any training needs during this process.
* Ensure colleagues’ training/qualifications are recorded on the HR System.
* General Business support to the HR Manager and Business Services Department colleagues.
* Lead on all casual staff recruitment.

The Job Holder Has a Responsibility to:  
General Responsibilities:

* To actively demonstrate and promote the Trust’s core values through your work.
* Adhere to the Trust’s policies and procedures.
* Contribute to the development of a culture of continuous improvement within the Trust.
* To work in partnership with all the Club’s departments on community initiatives as identified by the Community Director and Board of Trustees.
* To actively promote the Trust in a positive and professional manner at all times.
* To undertake any other duties which might reasonably be deemed within the status of the job and appropriate to the post.

The details contained in this job profile, particularly the accountabilities, reflect the job content at the date the job profile was prepared. It should be remembered, however, that it is inevitable that over time the nature of individuals’ jobs will change; existing duties may be lost, and other duties gained without changing the general nature of the duties or the level of responsibility entailed.   
  
Consequently, Watford FC’s Community Sports & Education Trust will expect to revise this job profile from time to time and will consult regarding such revisions with the post holder at the appropriate time.

One Club Responsibilities

**Safeguarding**

* We believe safeguarding and promoting the welfare of children and adults is everyone’s responsibility. Everyone within the organisation has a role to play to ensure that the safeguarding of our beneficiaries is at the heart of our planning and processes and that Trust policies, procedures and practices in regard to safeguarding are followed at all times.

**Equality, Diversity & Inclusion**

* To champion the Club’s ‘Watford Welcomes’ values and contribute to all Equity, Diversity & Inclusion (EDI) activities. To be responsible for your own behaviour and act in a manner that avoids and discourages any form of discrimination or harassment; to comply with the Trust’s Equal Opportunities Policy.

**Health & Safety**

* To take responsibility for your own health, safety and welfare, ensuring compliance with the Trust and Club’s Health & Safety Policies, procedures and safe systems of work.

**Learning & Development**

* To undertake all reasonable training, learning and development opportunities to support you in your role.

**Person Specification**

Qualifications:

**Must Have:**

* Relevant experience in the field of learning and development.
* Previous experience of working within a HR/Office Administration role.

**Ideally Have:**

* CIPD Qualified

**Knowledge & Experiences**

**Must Have:**

* Good working knowledge of training and development solutions.
* An awareness of individual learning styles and the importance of catering for these when providing learning and development opportunities.
* Ability to identify training needs, develop and implement training strategies and evaluate learning outcomes.
* Ability to source and create bespoke and innovative learning and development opportunities based on the needs of the Trust.

**Ideally Have:**

* Experience in staff contracts/employment law and recruitment processes.

**Personal**

**Must Have:**

* Excellent interpersonal and communication skills.
* Ability to work collaboratively to build and facilitate strong internal relationships.
* Able to work under pressure, prioritise workload and meet deadlines.
* Attention to detail and accuracy in completing tasks.
* Good organisational, planning and time management skills.
* Understanding of the Trust’s commitment to EDI & Safeguarding

**Competencies**

**Competency - Changing and Improving**

People who are effective in this area take initiative, are innovative and seek out opportunities to create effective change. For all staff, it’s about learning from what has worked well and what has not, being open to change and improvement, and working in ‘smarter’, more focused ways. For managers, this is about creating and encouraging a culture of innovation and allowing people to consider and take informed decisions. Doing this well means continuously seeking out ways to improve our ways of working and the quality of the service we deliver, making use of cost-effective models.

**Competency – Collaboration and Partnership**

People skilled in this area are team players. At all levels, it requires working collaboratively, sharing information appropriately and building supportive, trusting and professional relationships with colleagues and a wide range of people inside and outside the Trust, whilst having the confidence to challenge assumptions. For managers, it’s about being approachable, delivering business objectives through creating an inclusive environment, welcoming challenge however uncomfortable.

**Competency – Building Capability**

Effectiveness in this area is having a strong focus on continuous learning for oneself, others and the organisation. For all staff, it’s being open to learning, about keeping one’s own knowledge and skill set current and evolving. For managers, it’s about investing in the capabilities of our people, to be effective now and in the future as well as giving clear, honest feedback and supporting teams to succeed. It’s also about creating a learning and knowledge culture across the organisation to inform future plans and continuous improvement

**Competency – Delivering Value for Money**

Delivering value for money involves the efficient, effective and economic use of Trust money in the delivery of our services. For all staff, it means seeking out and implementing solutions which achieve a good mix of quality and effectiveness for the least outlay. People who do this well base their decisions on evidenced information and follow agreed processes and policies, challenging these appropriately where they appear to prevent good value for money. For managers it’s about embedding a culture of value for money within their area/function. They work collaboratively across boundaries to ensure that the Trust maximises its strategic outcomes within the resources available.

Job Profile Agreement

Job Holder’s Signature:

Date:

Manager’s Signature:

Date: