

JOB DESCRIPTION

Job Title:	Learning and Development Adviser	Responsible to:	Director of People and Resources
Salary:	£28,000	Location:	Hatfield
Hours:	Full-time – 37.5 hours a week.		
Responsible to:	The post holder reports to the Director of People and Resources as well as working closely with other staff and Students' Union Managers		
Contacts:	The post holder will work closely with students, Students' Union Managers, staff, elected officers and University staff.		
Purpose:	The Learning & Development Adviser is a key member of the People team, responsible for coordinating and delivering helpful, inclusive and accessible learning and development programmes for colleagues across the Students' Union. You will help create a culture of continuous learning and development, supporting colleagues to build the skills, knowledge and confidence they need to perform effectively, develop their careers and contribute to our organisational priorities.		

Vision: Our vision at Herts SU is to help students love life at Herts. The People and Finance Team is a core part of our vision, and the role of our HR Advisor is essential in bringing this vision to life, by ensuring all employees are recruited fairly, onboarded correctly and developed to achieve their highest potential.

Values: We are a truly values-led organisation. As such, we're looking for someone who lives our everyday values of being Helpful, Empowering, Representative, Transparent and Student-Focused. We encourage our team to have fun at work whilst never losing sight of our vision.

Service Excellence: We go above and beyond for our students and each other – we're committed to providing excellent service across the board and we support each other to prioritise this every day.

Equality and Diversity Commitment

Hertfordshire Students' Union is committed to creating an inclusive workplace and building a staff team that reflects the diversity of the student community we serve. We are an equal opportunities employer and welcome applications from people of all backgrounds, identities and lived experiences. We particularly encourage applications from candidates whose perspectives and experiences are currently underrepresented within our professional staff team, including those from a wide range of ethnic, cultural and socio-economic backgrounds.

Key role requirements:

- The Learning & Development Adviser will take ownership of the delivery and coordination of learning programmes, working with colleagues and managers to understand development needs and create opportunities that are relevant, engaging and accessible. They will support a broad range of learning activity, including organisational learning, mandatory training, management development and professional development.
- As a Students' Union, we want to empower our staff to make a positive difference for students. The postholder will play an important role in building the capability and confidence of our people so that they can deliver high-quality, student-focused services, representation and support.
- You will also provide cover and consistency in the department in the absence of the People Adviser and Director of People and Resources. Work collaboratively with colleagues across the People team to provide a joined-up employee experience.
- Share knowledge and good practice within the People team and across the Students' Union.
- Contribute to wider People projects and organisational initiatives as required.

Main duties and responsibilities:

Learning and Development Programmes

- Coordinate and deliver a programme of learning and development opportunities that responds to organisational, team and individual needs. Take ownership of the planning and coordination of learning programmes, including scheduling, communications, bookings, resources and evaluation.
- Work closely with the Director of Advocacy and Education to implement and deliver the Leadership Development Framework using internal and external training.
- Work with SLT, managers and external providers to deliver high-quality, relevant and engaging learning opportunities.
- Work closely with the Director of Advocacy and Education and Academic Experience Manager to develop a comprehensive Elected Officer training programme.
- Support learning across a range of formats, including face-to-face, online and blended learning.
- Develop and maintain clear, accessible and engaging learning resources and materials.
- Promote learning opportunities effectively and ensure colleagues understand what is available and how to access it.
- Monitor participation and engagement in learning programmes and identify opportunities to improve accessibility and take-up.
- Be responsible for the coordination of mandatory and compliance-related learning, ensuring colleagues have clear information about expectations and requirements.

Learning Needs and Organisational Capability

- Work with managers and colleagues to understand learning and development needs and identify appropriate solutions. Ultimately leading to a culture of learning, feedback and continuous improvement in teams.
- Support the development of learning programmes that align with the Students' Union's strategic priorities, People plans and organisational values.
- Contribute to the development of learning pathways for different groups of colleagues, including new starters, managers and leaders.
- Support colleagues to build the knowledge, skills and confidence they need to succeed in their current roles and prepare for future opportunities.
- Identify common learning needs and themes across the organisation and translate these into practical and accessible development opportunities.

Learning Evaluation and Improvement

- Collect and analyse feedback from participants and stakeholders to evaluate the quality, relevance and impact of learning programmes.
- Maintain accurate learning records and produce clear reports on participation, engagement and evaluation.
- Use feedback, data and insight to continuously improve learning programmes and demonstrate their value.
- Communicate learning outcomes and impact clearly and transparently to relevant stakeholders.
- Keep up to date with developments and good practice in learning and development and identify opportunities to enhance the Students' Union's approach.
- Review of external learning providers and ensure programmes offer good value and meet needs.

Inclusion and Accessibility

- Champion inclusive learning and development practices that recognise and respond to different learning needs, experiences and circumstances.
- Consider equality, diversity, inclusion and belonging throughout the learning lifecycle.
- Help remove barriers to participation and ensure development opportunities are available fairly across the organisation.

General:

1. Assistance with coordination of the departments' fresher's/refreshers events as needed
2. Supporting the wider Unions activities and events during the fresher's period including supporting the set-up/down of events and facilitating stalls and promotional stands.

3. To develop and maintain contacts with colleagues within other Students' Unions and relevant organisations, including site visits to other Students' Unions.
4. Being friendly and respectful of others in order to maintain a safe and considerate workplace in line with our values of being Helpful, Empowering, Representative, Transparent and Student-focused.
5. To keep abreast of relevant national and local developments, changes in legislation, and good practice and attend conferences, training events and meetings as necessary.
6. To have a flexible approach to work and to undertake any other reasonable duties which may be required.
7. To aspire to the highest standards of customer care at all times and, in conjunction with other relevant Union staff, to identify and respond to customer needs.
8. To respect the democratic structure of the Students' Union at all times.
9. To abide by Hertfordshire Students' Union Memorandum and Articles of Association, and Union Policies and Procedures at all times.
10. To work flexibly and efficiently and to promote a positive image of Hertfordshire Students' Union at all times.
11. To set high standards of integrity, punctuality, accuracy, politeness and professionalism by personal example.
12. To be aware of the department's impact on the environment and to work within the environmental policies of the Union and the University (where applicable).

This document outlines the general duties required for the post of Learning & Development Adviser. This is neither a comprehensive or exhaustive list and the duties may vary from time to time. Any changes will not alter the general character of the job and/or level of seniority or responsibility, unless following on from discussion and agreement. You will also be expected to undertake any other reasonable duties which may be required.

PERSON SPECIFICATION

Please use this to inform your application form. Assessed at Application (A), Interview (I), Presentation (P)

	Assessed at:
Essential	
Experience of working in a learning and development, organisational development, People or related environment.	A/I
Experience of coordinating and delivering learning or development programmes.	A/I
Experience of working with a range of stakeholders to identify learning needs and deliver appropriate solutions.	A/I
Experience of organising learning activities, events, workshops or programmes from planning through to evaluation.	A/I
Understanding of inclusive and accessible approaches to learning and development.	I
Educated to degree level or equivalent in a relevant degree	A
Desirable	
Experience of collecting and using feedback or data to evaluate learning activity and identify improvements	
Train the Trainer or equivalent qualification	A
Proficient in using Office 365 applications, such as Word, Excel, Powerpoint, and Outlook. Being able to learn new systems quickly	A/I
Excellent written and verbal communication skills, ability to communicate at all levels	A/I
Excellent communication, negotiating and influencing skills with the ability to listen and be persuasive	A/I
Excellent interpersonal and organisational skills and the ability to deliver to strict deadlines	A/I
Experience of working in a People Department or a similar role	A
CIPD qualified	A
Ability to work under pressure and manage time effectively	A/I
Commitment to Equal Opportunities and its importance to Students' Unions.	I
Ability to work with a wide range of people from different backgrounds and different cultures	I
A good team player and pro-active with the drive and enthusiasm to work alone and with others	I
Maintaining confidentiality at all times	I

Friendly and approachable	
Must be eligible to work and live in the UK	
Evidence of continuous commitment to career and personal development	