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| **Job Title** | L&D Training Advisor | **Location** | Oldham/London | **Job Family** | **Grade** |
| **Reports to** | Learning and Development Manager | **Designation** | Hybrid | HR Services | **C1** |
| **Overall Purpose:** To design, develop, deliver and evaluate effective Learning and Development interventions in response to the needs of Guinness.  |
| **Responsibilities & Outcomes** | **Skills / Experience** | **General Role Expectations** |
| **Key Responsibilities:** * Design and deliver learning and development interventions with clear aims and objectives to meet business needs, using both proven and innovative learning methods as appropriate.
* Work with project groups in own areas of specialism across Guinness to support organisational improvements by designing and delivering appropriate training courses and materials.
* Carry out effective evaluation to ensure training enhances the knowledge, skills, and behaviours of colleagues.
* Actively seek feedback on learning and development activities taking corrective action where necessary to ensure activities meet customer requirements.
* Ensure learning is embedded and the desired changes can be measured and evidenced.
* Develop, edit, implement, and evaluate learning materials to ensure their deliver the required outcomes. Use in-house subject matter experts to verify learning aims and objectives and content accuracy.
* Lead on the delivery of in-house courses and programmes in own areas of specialism.
* Administer changes to learning materials to ensure they are always up to date and relevant.
* Maintain own knowledge through continuous personal development by attending appropriate courses and seminars.
* Provide individual coaching and support to colleagues to reinforce learning and development objectives.
* Drive innovation by seeking new ways of working and identifying best practice both in the sector and within L&D.

**Key Outcomes:*** E-learning materials are well presented, providing easy access to the learner; the content is technically accurate.
* High levels of positive satisfaction following learning and development interventions.
* High levels of compliance within all training.
* Desired learning outcomes can be measured and evidenced.
* Successful completion of all administration related tasks and reporting/management information.
 | **Essential:*** Experience in designing and delivering learning and development solutions using a variety of virtual and in-person delivery methods.
* Excellent presentation and facilitation skills.
* Experience of complete training cycle – identification of training needs, design, delivery, and evaluation.
* Excellent communication skills.
* Good knowledge of Microsoft Office applications.
* Good organisation skills, ability to prioritise and meet deadlines.
* Ability to work both on your own and as part of a wider team.
* Flexible and ability to adapt quickly to changing plans and timescales.
* Demonstrates the Guinness Behaviours.

**Desirable:*** Experience in housing sector.
* A learning specialism in any of the following areas:

Management development / Coaching / Wellbeing or Mental Health / Customer Service / D&I or Race Fluency/Housing for older people.  | ***These are the requirements for roles at Grade C. There may be certain headings against which the requirements of individual roles are higher or lower. Your manager will advise if this is the case.*****Accountability:*** Operates *largely autonomously*, within set guidelines with managerial guidance.
* End *results largely defined* but *interpretive judgement* is used to achieve them.
* Works to *clearly defined* budgetary parameters and targets.

**People Skills:*** Typically *oversees/co-ordinates* the work of others, and may be a knowledge leader or lead a *small-medium sized team*.
* Required to maintain effective relationships within *own area of responsibility.*
* *Manages* and *ensures* consistency of the employment experience in own area.

**Impact & Influence:*** May be required to make a *variety of decisions*, some complex in nature, with concern for impact on others.
* Actions *may* have internal and external impact/influence.
* *Provides guidance* and *shares knowledge* with colleagues relating to own specialism.

**Thinking Challenge:*** Required to identify, assess and *resolve complex issues/problems* within own area of responsibility.
* Sufficient job knowledge to enable the analysis of principles and concepts.
* *Designs and develops* a continuous improvement approach within own area.

**Customer Service:*** *Respects and values* customers, both internal and external, and demonstrates our commitment to high quality customer service in all that is done.
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| **Qualifications** |
| **Essential:*** Educated to Level 3 (A level or equivalent) or higher.

**Desirable:*** Any recognised level 3 training delivery qualification.
* Any Mental Health, Wellbeing or EDI qualification.
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| **Other** |
| Driving Licence Required | Yes |
| Mobile working required | Yes |
| Evening and weekend working required | Some |
| Other |  |

 You are also required to undertake any other duties within your capabilities as may be reasonably required.