



Learning & Development Associate

Job Description

Learning & Development Associate

Hours per week: 35 hours per week

Location: includem Head Office, Glasgow - *blended office-based/working from home*

Line Management Responsibility: Nil Reports to: HR Manager

Financial Accountability - **Low/Med**

Purpose of the Learning & Development Officer Role

The Learning & Development Associate will support and coordinate includem's Induction and training activity. They will ensure includem's employees are equipped to deliver professional, quality services which adhere to national standards, and which support young people and families. The post holder will analyse and evaluate development and training activity to report and evidence the direct impact to quality services for young people and families and the professional development of our business. In addition, the role is required to work in partnership with internal and external sources to ensure that our Teams are fully aware of legislation and best practice initiatives impacting the sector.

Key Activities & Tasks

- Scheduling and attending meetings with internal and external stakeholders where Learning & Development is the key activity/focus
- Developing the Learning & Development strategy with the HR Manager
- Keeping up to date with industry and legislative requirements to ensure training products and services are delivered effectively and in time.
- Maintaining all programs and databases which capture Learning & Development information



- Liaise with external stakeholders and suppliers of Learning & Development services and products to ensure includem offers and delivers optimum Learning & Development opportunities across the organisation
- Providing Learning & Development advice and support to employees and Line Managers
- Coaching Line Managers
- Scoping, development and delivery of bespoke training programmes
- Learning & Development KPIs, reporting for HR Committee papers quarterly
- Attending appropriate forums
- Managing registration and applications with Scottish Services Council, Disclosure Scotland and Volunteer Scotland
- Attending forums, industry specific events, collages & universities to showcase and educate about what includem delivers.
- Commitment to includem's mission and principles.

Person Specification – Behaviours & Competencies

- You will be educated to **SCQF Level 8** or have relevant skills and experience in Teaching or similar roles
- Experience of working in the care/charity sector (preferred but not essential)
- Knowledge of the Scottish Social Services Council (SSSC) and Disclosure Scotland (PVGs, Disclosures)
- Excellent knowledge and understanding of multiple approaches to learning
- Experienced and confident in scoping, developing and delivering training materials to a wide and varied audience
- A fresh and vibrant approach to product development and service delivery
- An analytical approach - able to produce meaningful reports



- Experience of contributing to the coordination and leadership of learning and development operational and strategic plans
- Strong influencing skills
- Excellent communicator
- Confident and practised in the use of online applications – Outlook, excel, word, powerpoint, canva
- Experience of working collaboratively with internal and external colleagues
- Ability to engage and motivate others
- Resilient with flexibility and adaptability with ability to self-manage and work on own initiative