



JOB DESCRIPTION

Job Title	Training and Development Lead
Location	Bank Top Support Centre – With frequent Travel across sites
Report to	Head of HR and Organisation Development
Hours	Full Time – 40 Hours per week (Flexible working options will be considered)

JOB SUMMARY

At OneMedical Group we believe in great people being set up to succeed. We thrive when our people thrive.

We are looking for a passionate Learning and Development individual who is seeking to support an innovative and rapidly growing organisation. We want someone who thrives on working within a dynamic, challenging, yet rewarding environment.

This is a newly created role, designed to deliver on strategic objectives, and to help shape the Learning and Development (L&D) function of the business enabling sustainability and growth; in turn offering huge potential and opportunity to the successful individual in developing their own L&D career.

Working within the HR team, and closely with senior stakeholders of the organisation, this is a lead role that will demand a great deal of drive for continuous improvement, creativity, engagement and self-management.

The post holder will seek to make a positive difference at work every day and believe in the culture and vision of the company; to improve lives for patients, our colleagues and our communities by putting people first, working together towards a better future.



JOB RESPONSIBILITIES

Overall

- Oversee all aspects of the learning and development cycle including needs analysis, design, delivery, and evaluation.
- Assists in the development of projects for multi-faceted learning agendas based on business goals and strategic objectives
- Lead on high quality training for all new starters and existing staff across the organisation
- Plans, organises, and executes learning plans, programs and talent and professional development projects across all services
- Produces training materials for bespoke in-house courses, and supports growth opportunities for e-learning packages and digital engagement
- Work with subject matter experts across the business in order to identify and design the appropriate learning & development interventions to meet the requirements for the service
- Undertake periodic reviews of the effectiveness of learning interventions (methodologies, processes, retention of knowledge and skills)
- By measurement and analysis, supports the continuous improvement and development of robust training processes, materials, and reporting in order to improve service quality, productivity and cost effectiveness of training
- Manages and coordinates various learning and development projects and talent management programmes alongside the Head of HR and Organisational Development
- Conducts skills gap analysis exercises with relevant leads and managers, supporting with talent mapping and succession planning
- Encourages a culture of continuous development by ensuring all learning activities encompass a variety of interventions to support behavioural change, professional/personal development and engagement
- Uses data analytical skills to help provide evidence for identifying learning needs and conclusions from evaluation
- Supports in the written and visual marketing communication (internal and via social media) of training, and personal/professional development activities group wide.
- Supports the HR team in developing a wider talent pool pipeline such as Graduate and Apprentice programme engagement.





Person Specification

Criteria	Essential	Desirable	Method of Assessment Application Form – AF Interview – I
Education & Qualifications			
Holds a learning and Development or relevant post graduate qualification	X		AF
Experience			
Has significant experience of working within a L&D role at a Senior Level, and/ or worked within a fast paced and challenging business at a Junior Level	X		AF & I
Demonstrates L&D knowledge in evaluation, design, delivery and needs analysis	X		AF & I
Understands and can proactively identify business Learning and Development needs	X		AF & I
Skills and Abilities			
Develops and Maintains relationships with team members and key stakeholders	X		AF & I
Demonstrates excellent communication	X		AF & I



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skills (verbal and in writing) and strong interpersonal skills			
Has a flexible, highly energetic approach with the ability to thrive in changing environments	X		I
Demonstrates strong data analytical, digital and IT Skills	X		AF & I
Takes ownership of Projects, and responsibility for quality control	X		AF & I
Acts as a role model for the organisation whilst valuing others expertise	X		AF & I
Provides assistance, shares experiences, provides meaningful feedback and proactively supports the development of others	X		AF & I
Collaborative and highly organised, demonstrates a commitment to self-development	X		AF & I





Communication

The post-holder should recognise the importance of effective communication within the team and will strive to:

- Communicate effectively, professionally and by example with other colleagues, senior teams and external suppliers
- Recognise people's needs for alternative methods of communication and respond accordingly
- Communicate to others in line with company values

Equality and Diversity

The post-holder will support the equality, diversity and rights of patients, carers and colleagues to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with OneMedicalGroup procedures and policies and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings, priorities and rights.

Quality

The post-holder will strive to improve and maintain quality, and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients' needs
- Effectively manage own time, workload and resources

Health & Safety

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the Practice Health & Safety Policy, to include:-

- Using security systems within the workplace according to guidelines





- Identifying the risks involved in work activities and understanding such activities in a way that manages those risks
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified

Confidentiality

- In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, OneMedical staff and other healthcare workers. They may also have access to information relating to the business. All such information from any source is to be regarded as strictly confidential.
- The post holder will be required to adhere to their confidentiality agreement at all times.

Note

This job description is not intended to form part of the contract of employment or to be a complete list of duties and responsibilities, but it is a guide, for information, to the job. It will be periodically reviewed in the light of developing work requirements in the role. The post holder will participate in the review.



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