

Job Description

Learning & Development Practitioner

Reference: PC036

Date: July 2026

Job Family: People and Culture - Organisational Development & Culture
Level: 2
Band: 6
Career Track: Technical, Professional and Supervisory

Job Purpose

To assist in meeting the organisation's commitment to social care training, learning and development in a range of social care subjects across a variety of levels. The role will contribute to the provision of advice, guidance and support to line managers and employees across a range of service areas. To contribute to the commissioning, coordination and delivery of appropriate training, learning and development opportunities.

Duties and Responsibilities

Learning Needs Analysis and Insight

- Lead on the identification and development of training and learning needs across service areas
- Analyse data and prepare management information using IT systems (e.g. Office 365, Power BI). Process confidential learner information and records
- Coordinate and contribute to external validation, assessment and regulatory inspections (e.g. OfSTED, CQC)

Design and Development of Learning Solutions

- Contribute to and support the design, development and long-term planning of learning and development programmes, interventions and events (e.g. briefings, training sessions, team development days)

Learning Delivery and Advisory Support

- Facilitate effective and engaging learning and development events using a variety of delivery methods, tools and techniques suited to different audiences and learning styles
- Provide information, advice and guidance (IAG) to managers and employees on learning and development interventions

Programme Coordination and Administration

- Coordinate interdisciplinary and multidisciplinary training, meetings, conferences and events
- Manage pre- and post-course administration, including marketing, attendance tracking and evaluation via systems such as the Learning Management System

Partnership Working and Stakeholder Engagement

- Work collaboratively with external organisations and partners to support joint learning initiatives
- Participate in single and multi-agency forums to enhance learning and development opportunities
- Develop and maintain positive relationships with internal and external stakeholders

Projects and Service Delivery

- Undertake and contribute to project work as required

Continuous Professional Development

- Maintain a strong commitment to self-development through appraisal, training opportunities, professional networks, and ongoing learning

Person Specification

Professional and Technical Requirements

Qualifications

Degree or significant relevant experience in a Social-Care learning and development environment

Knowledge, Skills and Experience

- Proven experience of working within a learning and development environment
- Awareness of the issues affecting the social care workforce
- Knowledge and understanding of learning and development principles, learning styles and delivery methods
- Experience in the delivery of learning and development interventions
- Knowledge of accredited learning pathways for the social care workforce
- Confident use of IT and design systems including Microsoft Office 365 and other data analysis tools

Core Competency Requirements

- **Communication:** Tailors communication to audience and context. Uses listening and questioning techniques to clarify complex issues and support team understanding.
- **Collaboration:** Coordinates with colleagues and partners to deliver shared goals and improve service outcomes.
- **Service Delivery:** Identifies and resolves service issues, improves processes, and ensures policy alignment. Promotes efficiency and avoids waste through practical improvements.
- **Decision-Making:** Uses evidence and judgement to resolve issues and improve delivery.
- **Digital & Data Literacy:** Interprets data to improve services. Applies knowledge of digital risks and ethical data use. Uses basic analytical techniques to support decision making.
- **Adaptability:** Adjusts approach responsively to evolving needs and priorities. Identifies opportunities for continuous improvement and supports others through change.
- **Problem-Solving:** Analyses problems and applies knowledge to develop practical solutions and suggest improvements.
- **Leadership:** Supervises day-to-day activity and supports team development. Coordinates tasks and resources to meet the needs of the service.

Strengths

- **Analytical:** You seek and analyse information to inform your decisions, based on the best available evidence
- **Enabler:** You see the potential in everybody and encourage them to learn, progress and develop
- **Explainer:** You communicate thoughts and ideas, verbally and in writing. You simplify complexities and adapt communication so others can understand
- **Networker:** You create and maintain positive, professional and trusting working relationships. These can be with a wide range of people within and outside your organisation. You identify connections and reach out to bring people together
- **Organiser:** You make plans and are well prepared. You seek to maximise time and productivity

Desirable

- Award in assessing vocational achievement (A1)