

Head of Learning and Development

Job pack

Thanks for your interest in working at North Yorkshire Citizens Advice & Law Centre. This job pack should give you everything you need to know to apply for this role and what it means to work for us.

In this pack you'll find:

- An overview of North Yorkshire Citizens Advice & Law Centre
- An overview of the role
- The job description
- The person specification
- What we give our staff

Want to chat about this role?

If you want to chat about the role further, you can contact Gillian Grimes, Director of Operations, by emailing gillian.g@northyorksica.org.uk or calling 01609 776551



Overview of North Yorkshire Citizens Advice & Law Centre

We provide free, confidential and impartial information and advice on a range of issues including money, benefits, housing and employment, and campaign on big issues affecting people's lives. Our goal is to help everyone find a way forward, whatever problem they face.

We're an independent charity and part of the Citizens Advice and Law Centre networks across England and Wales. Our main offices are located in the heart of our communities in Harrogate, Malton, Northallerton, Richmond, Scarborough, Selby, Skipton and Whitby. We also have a number of outreach locations that we deliver advice from across North Yorkshire and #WeComeToYou in our Advice Bus and Advice Van.

Often, people are in crisis by the time they reach out to us, unable to see a way out of the situation they find themselves in. Our experienced advisers and highly skilled volunteers provide personalised advice to tackle their immediate problem while also addressing any underlying and overlapping issues.

We give advice face to face, over the phone, and via web chat and email. We help around 25,000 people a year on all types of issues. Our Law Centre provides specialist legal advice on housing, immigration, employment and family matters.

As an independent charity, we raise all our own money, and each of our offices has its own identity within the local community.



The role

The Head of Learning and Development provides strategic leadership for learning and workforce development across the organisation.

The postholder will ensure our employees and volunteers have the knowledge, skills and confidence to deliver high-quality advice and support to our communities. They will develop and lead an organisation-wide learning and development strategy that supports organisational priorities, improves service quality and enables colleagues to thrive throughout their careers.

Working closely with the Director of Operations and other senior managers, the postholder will lead the planning, delivery and evaluation of learning and development activity across the organisation, ensuring learning is accessible, effective and aligned with business needs.

In addition, the postholder will provide strategic leadership for designated organisational projects, ensuring they are effectively governed, aligned with organisational priorities and deliver measurable outcomes.

As a member of the Senior Management Team, the Head of Learning and Development will contribute to organisational planning, continuous improvement and the achievement of our strategic objectives.



Job description

Strategic leadership

- Develop and implement an organisation-wide Learning and Development Strategy that supports the organisation's strategic objectives
- Promote a culture of continuous learning, professional development and knowledge sharing across the organisation
- Ensure learning and development activity supports organisational priorities, workforce planning and service quality

- Contribute to organisational planning and decision-making as a member of the Senior Management Team
- Build strong relationships with managers, enabling learning to support service improvement and organisational performance.

Learning and development

- Lead the design, planning, delivery and evaluation of learning and development programmes for employees and volunteers
- Ensure effective induction programmes are in place for all new employees and volunteers
- Develop learning pathways that support colleagues throughout their employment, from induction through to leadership development
- Work with managers to identify organisational, team and individual learning needs
- Ensure mandatory and compliance training is effectively planned, monitored and recorded
- Manage internal and external learning providers where specialist expertise is required
- Develop and maintain high-quality learning resources and training materials
- Explore and introduce innovative approaches to learning, including digital and blended learning opportunities
- Evaluate learning programmes using feedback, quality assurance information and organisational performance data to continually improve provision.

Workforce capability

- Develop frameworks that support professional development, competency and continuing professional development across the organisation
- Work with managers to strengthen leadership and management capability through coaching, development programmes and targeted learning
- Support succession planning by identifying future capability requirements and development opportunities
- Ensure learning programmes contribute to improved adviser competence, confidence and service delivery
- Promote consistent standards of learning and professional development

across all service areas.

Project leadership

- Provide leadership and oversight for designated organisational projects, ensuring they are planned, delivered and evaluated in line with agreed objectives, timescales and budgets
- Provide line management, support and direction to Project Managers and project staff as appropriate
- Work collaboratively with project leads, senior managers and partners to ensure projects contribute to the organisation's strategic priorities
- Monitor project progress, risks and performance, taking appropriate action to address issues and support successful delivery
- Ensure appropriate project governance arrangements are in place, including reporting to the Senior Management Team, funders and Trustees where required
- Promote consistent approaches to project planning, monitoring, evaluation and learning across the organisation
- Identify opportunities to share learning and good practice arising from project delivery to improve organisational performance and service development
- Support the development of funding proposals and project plans in collaboration with colleagues where new opportunities align with organisational priorities.

Leadership and management

- Provide effective leadership, supervision and support to direct reports
- Set objectives and undertake regular supervision, appraisal and performance reviews
- Support colleagues through coaching, mentoring and professional development
- Foster a collaborative, inclusive and high-performing team culture

Quality improvement

- Use organisational performance information, quality assurance findings, client feedback and service data to identify learning priorities
- Work collaboratively with service managers to address performance gaps

through targeted learning interventions

- Monitor the impact of learning activity on organisational performance and service quality
- Promote continuous improvement by embedding learning from audit reviews and organisational feedback.

Other

- Undertake any other duties commensurate with the level and responsibilities of the role.



Person specification

Essential

1. Experience of leading learning and development within a complex organisation, including the design, delivery and evaluation of learning programmes for employees and volunteers
2. Proven ability to develop and implement learning initiatives that improve workforce capability, service quality and organisational performance
3. Successful leadership and management of teams, including coaching, supervision, performance management and developing others to achieve their potential
4. Strong understanding of learning and development principles, including induction, mandatory training, continuing professional development and leadership development
5. Ability to identify organisational learning needs through the analysis of performance information, quality assurance findings and stakeholder feedback
6. Excellent relationship-building and influencing skills, with the ability to work collaboratively and communicate effectively with colleagues, partners and external organisations
7. Strong strategic thinking combined with the ability to translate organisational priorities into practical and effective learning solutions

8. Highly organised, with the ability to manage competing priorities, monitor performance, maintain accurate records and deliver high-quality outcomes within agreed timescales
9. Knowledge of effective project leadership and governance, with the ability to provide oversight and support for organisational projects
10. Confident use of digital systems to support learning, collaboration and performance reporting
11. A commitment to continuous improvement, innovation and promoting culture of learning across the organisation
12. Commitment to the aims, values and principles of Citizens Advice and to equality, diversity and inclusion.

Desirable

13. Knowledge of the advice sector, voluntary, charity or public sector environment
14. Experience of leading organisational change or service improvement initiatives
15. A professional qualification in Learning and Development, Organisational Development, Coaching or Leadership
16. Experience of using or implementing digital learning platforms.



What we give our staff

- Workplace pension scheme
- Healthy work/life balance with a 37 hour working week and flexible approach to working arrangements
- Generous annual leave of 5.6 weeks holiday and an additional 4 days at Christmas plus all public bank holidays
- Commitment to health and wellbeing – access to employee assistance programme, discounts on shopping and dining, lifestyle and entertainment
- Work related travel above mileage to designated office paid at 55p per mile

- Commitment to ongoing development – regular training workshops and personal development opportunities.

In accordance with Citizens Advice national policy we may need the successful candidate to be screened by the DBS. However, a criminal record will not necessarily exclude you from being able to take up the job.

We are a disability confident employer and welcome candidates who will be using access to work.