

## JOB DESCRIPTION/ROLE PROFILE

Job Title: HR Business Partner (L&D)

Reporting To: HR Manager

Located At: Northern Whig House (Home & Agile working)

Hours of Work: 37 hours per week (Mon – Fri, progressive flexible working)

### MAIN PURPOSE OF THE JOB:

At Clanmil, we are here to provide homes for people to live well. We achieve this by creating a great environment based on our culture and values where colleagues can thrive.

In this role, your main focus will be on Learning & Development but you will also partner one department within Clanmil providing generalist HR support. You will help in making Clanmil a wonderful place to work by creating and maintaining an effective learning culture where our colleagues have the right knowledge and skills to reach their potential and to make a difference to our customers.

### GENERAL RESPONSIBILITIES:

A	LEARNING & DEVELOPMENT
1.	Help promote a learning culture where people are excited to continue to develop and learn.
2.	Identify, develop and deliver learning opportunities through a variety of methods including job/training needs analysis, performance appraisals, colleague feedback, professional bodies and conversations with key stakeholders including line managers and HR colleagues.
3.	Create a learning calendar at company and departmental level in line with strategic direction, learning demands and compliance requirements.
4.	Design and deliver relevant training to all colleagues, trainers etc. across the country, creating engaging content and recognizing the diversity of our colleagues learning styles, including engaging classroom based, toolbox talks, one to one or e-learning
5.	Identify, procure and implement learning technologies to provide a modern L&D offer and administration.
6.	Conduct reviews and evaluations of training effectiveness and quality through various means including the use of questionnaires, focus groups and discussions with colleagues.
7.	Assist in sourcing external learning and development initiatives, and matching them with skills gaps in the organisation. Create Personal Development plans per job role and engage with colleagues to make sure they best reflect what they need to do their jobs well.
8.	Build relationships with external training providers, and all professional bodies represented in Clanmil, and assist with the procurement of relevant initiatives.
9.	Help prepare the annual training budget, Track the L&D budget spend, communicating balances to key stakeholders in a timely and proactive manner.

10.	Demonstrate strong relationship building and networking skills to effectively partner with the business and wider People Team.
11.	Lead on new projects associated with the new learning offer, including co-ordinating and supporting all Apprentice or Graduate programmes, developing internal retraining opportunities and delivering a learning offer aligned to Investors in People standards.

<b>B</b>	<b>TALENT MANAGEMENT</b>
1.	Coach line managers and work with HR Business Partners to create high performing teams to help build a talent pool of people for key strategic roles across the business.
2.	Identify, create and implement effective talent management process through close cooperation with peer HR Business Partners, managers and other stakeholders.
3.	Support on the design and implementation of the Performance Management process including being first point of contact and ensuring learning needs from appraisals are collated and delivered.
4.	Support HR Business Partners and Line Managers in effectively managing performance in line with our values, strategic direction and policies.
5.	Follow up with stakeholders on identifying and addressing learning needs which support the development of leadership and talent.
6.	Oversee and support managers in performance reviews and development plans, including educating and advising on process for managing non performance.

<b>C</b>	<b>INDUCTION</b>
1.	Ensure new colleagues have a great starting experience that is welcoming and relevant to their job. Ensuring they receive the relevant knowledge at the right time.
2.	Coach and support line managers with engaging and effective training for new people joining the Clanmil team.
3.	Work with HR Business Partners to create relevant induction and training plans for new employees.
4.	Support on the design and development of the onboarding programme and collaborate with IT team to leverage existing technology for the onboarding process.
5.	Design, create and deliver the induction process.
6.	Oversee the probationary process and work closely with HR Business Partners to ensure it works well for both our new colleague and the organisation

<b>D</b>	<b>MANDATORY TRAINING</b>
1.	Together with internal stakeholders, design, develop, deliver and monitor mandatory training for colleagues that meets legislative, regulative and best practice requirements.
2.	Keep oversight of training compliance and provide relevant statistics and reporting to various stakeholders.

<b>F</b>	<b>GENERAL AREAS – RELEVANT TO HR BUSINESS PARTNER ROLE</b>
1	To become a trusted, responsive and valued advisor to the business, making Clanmil a great place to work.
2.	To support and advise colleagues in all staff related matters including all core HR topics such as the handling of disciplinary, grievance, capability and performance issues, training & development, recruitment, reward & recognition and sickness absence management.
3.	To carry out administrative duties as necessary in your role, utilising the HR and Payroll system and other digital solutions to add value through leaner administration, integration and effective reporting.
4.	To provide a great HR service to the organisation, including a responsive service to our colleagues, adding value and advocating for a great colleague experience.
5.	Keep abreast of employment law, and help ensure all legislative requirements are reflected in our policies and operating procedures, help draft policy and help communicate changes to colleagues across all the HR areas of work.
6.	Manage allocated budgets in line with agreements and value for money.
7.	Actively contribute and assist with the maintenance and development of the digitalisation of the HR function & colleague/candidate experience including defining opportunities for improvement and utilising the current HR system (I-Trent) to the full.

<b>H</b>	<b>TEAM WORK</b>
1	Provide timely support and assistance to other departments when required.
2	As part of a wider Corporate Services Team within Clanmil, actively contribute to a positive and constructive team dynamic in line with our values and team standards.
3	Support colleagues both inside and outside the department in line with our values of achieving together and leaving a positive experience.

<b>I</b>	<b>PERSONAL DEVELOPMENT</b>
1	Embrace all opportunities for learning and development to help you fulfil your role to the best of your ability.
2	Outward looking, with a positive growth mindset, and open to change to help create a brilliant and sustainable organisation that can serve its purpose in a safe and healthy manner.
3	Maintain your knowledge on best practice, considering the latest advancements in HR .

<b>J</b>	<b>FOLLOW CLANMIL'S POLICIES AND PROCEDURES</b>
1.	Familiarise yourself with the company's policies and procedures which you will be provided with at the start of your employment and during your induction period and induction training.
2.	Understand the role of Clanmil and its mission and display its core values in your actions and behaviours.
3.	Generate creative and innovative ideas to challenge and contribute to the Association's way of working.
4.	Colleagues are encouraged to embrace Clanmil's Equality & Diversity Policy and commit to the principles and aims of the Equality Scheme S75 duties with regard to religious faith, political opinion, racial groups, men and women generally, marital status, age, persons with a disability, persons with dependants and sexual orientation.
5.	Comply with Clanmil's confidentiality and information and data security policies and promote awareness.

*This Job Description indicates only the main duties and responsibilities of the post. It is not intended as an exhaustive list. In line with our values of 'Achieving Together' and 'Leave a Positive Experience', we expect all to have a flexible attitude and support each other through carrying out any other duty, from time to time, to overcome challenges and move things forward.*

**Signed by Postholder:** \_\_\_\_\_ **Date:** Click or tap to enter a date.

**Signed by Manager:** \_\_\_\_\_ **Date:** Click or tap to enter a date.

**Our values guide us.**

Whilst what we do is vitally important, we think how we do it is equally important. We have all our own way of doing things. It is what makes us unique and at Clanmil we're no different. Our values are at the heartbeat of our organisation, they guide the way we behave and the decisions we make so we are doing everything we can to support our customers and their communities to thrive. We are Clanmil and we...

**Leave a positive experience**

We believe there's always an opportunity to leave a positive lasting impression if you show compassion and demonstrate you care. We see the person, not the problem. And whilst we know that sometimes we might have a tough conversation or make a hard decision, we will always act with honesty, fairness and respect regardless of the circumstances. After all we're a people business, so trust and great relationships are really important.

**Believe in better**

With a world of opportunity and head full of possibility, we have a shared ambition to do more. We challenge ourselves, each other, what we do and the world around us to not just settle but improve and to strive for better. We remain curious about what could be, embracing change whilst never losing sight of what we believe in. We are force for good, so we're confident to stand up and be counted.

**Achieve together**

Together we are stronger. It's as simple as that. By working as one with colleagues, customers and communities we can make real change happen, overcome challenges and move things forward with great energy. It feels good to be part of something, right? We all see the world differently and we might not always agree. We embrace that. We celebrate our diversity and the benefit that brings as we know that with unity comes strength.

## JOB PROFILE

Criteria	E	D	Method of Assessment
<b>EXPERIENCE/KNOWLEDGE</b>			
At least 2 years' experience in a similar role at a similar level AND current professional membership of the CIPD at Associate Level or above^.  OR  At least 5 years' experience in a similar role AND currently studying towards a CIPD Level 5 qualification (or equivalent).  <i>^ where membership has lapsed, we accept if you can demonstrate the ability to obtain this within 6 months of closing date.</i>	<b>X</b>		Application form & Interview
At least 2 years' experience in the design and delivery of training modules and learning and development initiatives.	<b>X</b>		Application form & Interview
Proven track record of using and evolving digital learning solutions (e.g. Learning Management Systems, HR Systems, E-learning systems)	<b>X</b>		Application form & Interview
Strong MS Office skills including the ability manipulating data using advanced MS Excel skills.	<b>X</b>		Interview
Knowledge of Learning trends and developments including an up to date working knowledge of employment law and recent case law.	<b>X</b>		Interview
A working knowledge of the Housing sector.		<b>X</b>	Application form
Accredited CIPD Diploma in Organisational Learning and Development (Associate Level 5).		<b>X</b>	Application form
<b>SKILLS / ABILITIES</b>			
Excellent oral & written communication and interpersonal skills with proven ability to meet differing audience needs.	<b>X</b>		Interview
Comfortable with having open, constructive and at times difficult conversations that require an assertive and empathetic approach across all levels.	<b>X</b>		Interview
Have a curious mindset that identifies and implements opportunities for innovative and creative people solutions using a smart collaborative approach.		<b>X</b>	Interview
Ability to build high levels of trust, openness, honesty, collaboration and support across stakeholders.	<b>X</b>		Interview
Ability to prioritise workload including being able to manage conflicting priorities, setting targets and monitor performance.	<b>X</b>		Interview

Articulate and confident in delivering training and presentations to different audiences.	X		Application form & Interview
Flexible with working hours as there may be occasions where you will be required to work outside normal office hours	X		Interview
Hold a full UK driving licence and be able to travel to meet the requirements of the post without reliance on public transport including outside office hours and at weekends	X		Application form