

Job Description

Job Title: People Development Practitioner

Responsible to: People Development Manager

Job Purpose:

To support the People Development team to provide a seamless, relevant, and human service to all its customers both internal & external. The People Development Practitioner will be of a curious mindset that champions innovation and seeks to engage at all levels. They challenge the status quo always seeking to improve the experience of our learners, processes and activity organised within the department.

As a learning professional the role will support in the design, creation and delivery of quality training, both face-to-face and online, that encourages a blended learning approach. To ensure that the correct level of evaluation is in place and learning transfer is prioritised to drive performance and see results. The People Development Practitioner will coach, and mentor learners undertaking a qualification or levy funded apprenticeship; by working closely with apprenticeship providers and partners. The role will ensure a positive learning experience and ultimately grow achievement rates whilst helping those undertaking qualifications transfer learning into their everyday.

Main Duties:

- > To work closely with key stakeholders and subject matter experts to support the delivery of organisational goals.
- > To design, develop, implement and evaluate all types of learning initiatives following the learning cycle
- > To support with the production of high quality session plans and notes that support the delivery of all learning workshops
- > To deliver and co-deliver engaging learning workshops both face to face and online ensuring a consistently high standard with all session objectives met.
- > To evaluate learning and identify where learning transfer has taken place and ensuring all future workshops are evaluated consistently
- > Collaborate with subject matter experts to deliver relevant content always striving for continued improvement using the correct People Development processes.
- > To create and build training courses following the full learning cycle.
- > To build courses and workshops using a variety of learning solutions that are aligned to department needs and requirements
- > To support the People Development Partner with the build of Leadership learning solutions
- > Work collaboratively with all the People Development team to ensure a seamless and consistent experience for our customers.
- > To liaise with external organisations where applicable to enable Acorns to offer development solutions for income-generating purposes aligned to our organisational objectives.
- > To support in the absence of other People Development teams members where possible and necessary

- > In the absence of the People Development Officer, offer support to line managers to enable them to support their teams in using Litmos.
- > In the absence of the People Development Officer, field and answer general queries and emails on the Academy Inbox and escalate if needed.
- > Support in the maintenance of Acorns Learning Management System (Litmos), escalating and solving any problems.
- > To work together to ensure the People Development Team has an open and supportive culture.
- > To lead the coordination of Acorns apprenticeship learning offer, planning for learning delivery, managing of Acorns levy pot and the learner application process, maintaining expert knowledge of apprenticeship funding rules.
- > To provide support, guidance and motivation to all Acorns employees and volunteers undertaking an apprenticeship qualification and support the End Point Assessment (EPA) for each learner.
- > To actively coach apprenticeship learners where appropriate to maximise their learning potential.
- > To act as the main point of contact with all apprenticeship learning providers to ensure a high level of service and quality is delivered to Acorns' learners.
- > To seek opportunities to attract levy funded income from partners and external organisations to enable the growth and maintenance of Acorns professional qualification offer.
- > To collaborate across the organisation engaging with learner's line managers to support their learning journey and share any concerns.
- > To liaise with external trainers to provide the support they require to deliver Acorns events.
- > To maintain database to record attendance at all facilitated events and to produce accurate attendance statistics for reporting purposes.

Other Duties:


- > Contribute to the Acorns Academy and wider People Development function to offer a quality, cost effective service inline with annual budgets
- > Willingness to develop selves and support the development of others
- > To work together to ensure the People Development Team has an open and supportive culture.
- > To act as an ambassador for Acorns raising awareness of its charitable aims and objectives and enhancing its reputation through exemplary behaviour, conduct and team working.
- > To put the needs and interests of Acorns' children and young people and their families first in all aspects of their work.
- > To ensure compliance with Acorns' policies for diversity, employment, equal opportunities, health and safety, information governance and safeguarding.
- > To actively participate in an annual Individual Performance Review and any training and development identified to further enhance your role with Acorns.
- > To carry out any other reasonable duty as requested by the People Development Manager, Head of People and Culture.

Acorns adheres to the United Nations Convention on the Rights of the Child. As an employee you will be a Duty Bearer for Children's Rights and support all children to be Rights Holders.

Person Specification: People Development Partner

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> > Good General Education > CIPD, TAP.CERT or any other relevant L&D qualification 	<ul style="list-style-type: none"> > L&D digital qualification > Coaching qualification/experience
Experience	<ul style="list-style-type: none"> > Experience in building content within a Learning Management System > Experienced facilitator of face-to-face learning > Articulate 360 or other digital learning creation tools > Delivering induction programmes > Experience in evaluating learning initiatives for continuous improvement 	<ul style="list-style-type: none"> > Experience in a customer facing role > Strong admin experience > Experience of delivering learning initiatives within a care, fundraising or retail or Customer Service environment > Working in a modern cloud environment > Video planning, filming and editing experience using a variety of content and authoring tools > Experience in embedding learning/learning transfer
Skills and Abilities	<ul style="list-style-type: none"> > Ability to identify and implement improvements through evaluation methods > Ability to use a selection of digital learning tools > Effective relationship building across all areas of organisation > Will challenge the status quo > Ability to multitask > Strong customer service focus > Excellent time management skills & ability to prioritise > Digitally literate – Microsoft Office, LMS systems and modern cloud-based environment > Excellent communication skills both verbal and written > Willing to develop themselves and others 	
Other	<ul style="list-style-type: none"> > Ability to travel between sites where required 	
Behaviours	<ul style="list-style-type: none"> > Positive, enthusiastic approach & can-do Attitude > Curious, always seeking to understand and improve experience of customers > Open to change and continuous improvement > Innovative mindset and passionate about learning > Commitment to the Team and Academy strategy & its success 	

Terms and Conditions of Employment

A decorative graphic in the top left corner consisting of three overlapping shapes: a green triangle, a blue circle, and a purple square.

Job Title:	People Development Practitioner
Responsible To:	People Development Manager
Location:	Drakes Court Alcester Road Wythall Birmingham B47 6JR With some remote working
Salary:	£30,000 to £35,000 per annum
Notice:	8 weeks
Hours:	37.5 hours per week
Holidays:	31 days (229.5 hours) including public holidays, rising to 35 days (259 hours) after 3 years' service
Pension:	Contribution to Group Personal Pension Plan. Organisational contribution of 7.5% to pension.
Life Assurance:	2 x salary life assurance scheme

All terms and conditions will be detailed in writing together with Employee Handbook which must be read and observed.