

PILGRIMS HOSPICES – JOB DESCRIPTION

Learning and Capability Facilitator

MAIN PURPOSE AND SCOPE OF THE JOB:

The Learning & Capability Facilitator will support the delivery of learning, development and capability initiatives across Pilgrims Hospices.

Working closely with the Learning & Development Manager, the postholder will help turn learning priorities into practical and engaging learning experiences. They will deliver workshops, create learning resources, coordinate programmes and support the implementation of leadership development, organisational induction, apprenticeships, capability frameworks and learning pathways.

The role will work with managers, colleagues, volunteers and subject matter experts to ensure learning is accessible, practical and supports colleagues to perform at their best.

This is a delivery-focused role designed to provide additional capacity within the Learning & Development team, enabling the Learning & Development Manager to focus on strategic leadership, organisational development and future workforce capability.

The role is a 12-month fixed-term position established to provide additional capacity to support the delivery of key organisational learning and capability priorities.

POSITION IN ORGANISATION

Reports to:	Learning and Development Manager
Location:	Canterbury with travel to all hospice sites and retail sites when required.
Working hours:	21 hours per week
Contract:	12 month fixed term position

DUTIES AND KEY RESPONSIBILITIES

Learning facilitation and delivery

- Deliver engaging face-to-face, virtual and blended learning sessions.
- Facilitate organisational induction, leadership development and other learning programmes.
- Create an inclusive and positive learning environment.
- Adapt delivery methods to suit different audiences and learning needs.
- Gather learner feedback and evaluate the learning experience.

Learning design and content creation

- Develop and maintain learning resources and materials.

- Create presentations, workbooks, facilitator guides, learning activities and digital content.
- Work with subject matter experts to develop engaging and practical learning solutions.
- Continually review and improve learning materials.

Programme coordination and implementation

- Coordinate agreed learning programmes and projects.
- Support the implementation of leadership development initiatives.
- Support apprenticeship and workforce development activity.
- Coordinate learning pathways and capability initiatives.
- Ensure learning activities are delivered consistently and effectively.

Induction and onboarding

- Support delivery of the organisational induction programme.
- Develop onboarding resources and materials.
- Work with managers and People & Culture colleagues to improve the new starter experience.
- Gather feedback and recommend improvements.

Capability and workforce development

- Support the development and implementation of capability frameworks and learning pathways.
- Help colleagues and managers understand available development opportunities.
- Support apprenticeship promotion and engagement activity.
- Assist in the implementation of workforce development initiatives.

Stakeholder engagement

- Build positive relationships with managers, colleagues and volunteers.
- Promote learning opportunities across the organisation.
- Support managers to engage their teams in learning and development.
- Act as a positive ambassador for learning and development.

Quality and continuous improvement

- Monitor participation and learner feedback.

- Support learning evaluation activities.
- Identify ways to improve learning resources, programmes and processes.
- Maintain accurate learning documentation and records relating to allocated programmes.

GENERAL RESPONSIBILITIES

Corporate Governance –

The post holder must, at all times, act honestly and openly and comply with relevant corporate governance requirements, employment legislation and standards of business conduct. Post holders are expected to be familiar with and comply with all policies and procedures published by Pilgrims Hospices in East Kent.

Health and Safety –

Under the Health & Safety at Work Act (1974), it is the responsibility of the post holder at every level to take care of his/her own health and safety and that of others who may be affected by his/her acts at work.

Data Protection –

Ensure that all data is processed in a fair and lawful way for the specific identified purpose, in line with the General Data Protection Regulations (GDPR), national data protection legislation and Pilgrims Hospices' Data Protection Policy. Data must not be disclosed in any manner which is incompatible with the purpose and to any unauthorised persons or organisations.

Code of Conduct –

The post holder is required to observe the following principles:

- Make the care and safety of patients his/her first concern and act to protect them from risk
- Respect the public, patients, relative, carers, staff and partners
- Be honest and act with integrity
- Accept responsibility for his/her own work and the performance of the people the post holder manages
- Show commitment to working as a team by working effectively with team members and the wider community
- Take responsibility for own learning and development
- In all actions undertaken have regard for the hospices reputation

Flexibility –

The post holder is expected to work flexibly to be able to meet the challenges and opportunities of working within Pilgrims Hospices in East Kent.

This Job Description is not exhaustive. This job description is a reflection of the current position and the post holder is expected to view it as a guide rather than an exact description of all duties and responsibilities. It may be subject to variation from time to time. The post holder will be required to undertake any other duties that may be required by the Line Manager, commensurate with the level of the post.

PERSON SPECIFICATION

Essential experience

- Experience delivering training, workshops or group learning activities.
- Experience creating learning resources and materials.
- Experience coordinating programmes, projects or activities.
- Strong presentation and communication skills.
- Ability to build effective working relationships.
- Good digital and Microsoft 365 skills.

Desirable experience

- Learning and Development experience.
- Facilitation qualification or training.
- CIPD Level 5 – In Learning and Development
- Experience developing learning content.
- Experience supporting apprenticeships, onboarding or leadership development programmes.
- Experience within healthcare, charity, retail or multi-site organisations.