

Role Profile Design Template

Please refer to Role Profile Guidance at the **end of this document** for further support and guidance in completing the role profile.

1. Basic Details			
a. Job Title:	L&D Advisor	b. Department/ Team:	HR / Learning & Development
c. Reports to Job title:	Senior L&D Manager	d. Location:	The Training & Development Centre (currently working from home)
e. Grade*:	Admin Grade A2 Level 00	f. Safety Status*:	Non-Safety Critical
2. Role Deliverables			
a. Job Purpose*: <i>A summary to explain what the role exists to achieve.</i>	<p>To support the Learning and Development team in the delivery of the Annual Training Plan, by administering and co-ordinating activities, including health & safety related training, management and leadership development programmes, departmental and sponsorship training requests.</p> <p>The post holder will lead on delivery of our Princes Trust and Apprenticeship programmes and will administer and maintain our eLearning platform and performance development review system, and eFinance system processes for the purchase of external training services.</p> <p>The L&D Advisor will professionally represent and be a key contact for the L&D team internally & externally - building effective business partnering relationships with managers and liaising with external suppliers to coordinate learning and development programmes and activities.</p>		
b. Main Responsibilities*: <i>The main areas in which the job must get results and the end results required. List in <u>priority</u> order.</i>	<p>Delivery of the Annual Training & Development Plan</p> <ul style="list-style-type: none"> • In line with the annual TNA departmental business partnering process, identify, record and track training needs, administer the training & sponsorship request processes, and coordinate the delivery of training and development courses and activities. • Research appropriate external suppliers & courses, negotiating with suppliers to obtain best prices. • Responsible for eFinance process – completing supplier data protection and procurement processes to set up suppliers on WMT’s eFinance system, liaising with Procurement to check supplier terms and conditions, liaising with Finance BP in regards to coding and approval of purchase requisitions, raising purchase requisitions and ensuring items are goods receipted. • Liaise with managers & delegates to organise training attendance, following delegate data protection processes, provide course information and joining instructions, monitor attendance and evaluate performance of programmes. 		

- Attend training venues/events to set up the room at the start of courses, greet delegates and providers, provide support during the course, and ensure the room/resources are cleared away at the end of sessions, where required.
- Administer and report on the e-learning platform 'The Platform' & personal development review system 'My Role', supporting activities to continually develop use of the system's functionality and employee engagement.

Apprenticeships

- Lead on the co-ordination and administration of Apprenticeships across the organisation.
- Act as a point of support, conducting regular reviews with training providers, line managers and apprentices, in relation to apprentice performance on course and in work.
- Monitor apprenticeship starts, completions and forecasts against internal targets, identifying opportunities to utilise apprenticeships to meet business & development needs, researching appropriate apprenticeship standards.
- Identify training providers for the delivery of apprenticeships, checking Ofsted assessments, pass rates and employer ratings, alongside delivery models that best suit business requirements, and liaising with Procurement to ensure contracts are in place, data protection and new supplier set up processes are completed for new providers.
- Administer the Digital Apprenticeship Service account.
- Maintain accurate & detailed records of apprenticeship data and finances, on a monthly, quarterly and annual basis for internal, Group and external (DfT, RDG) reporting purposes.

Princes Trust

- Lead on the coordination and delivery of our annual Princes Trust work experience programme.
- Develop and maintain relationships with the Princes Trust, agreeing delivery dates and programme design.
- Liaise with internal stakeholders to identify, agree and organise work experience placements, ensuring relevant policies are followed (Safeguarding, Prevent, Young Workers etc) and relevant risk assessments are completed.
- Organise and facilitate activities to ensure the success of the programme, such as facilitating briefings on the programme with managers, pre-placement introductory meetings between participants and placement managers, end of programme celebration and certificate presentation event, and post programme reviews.

	<p>Communication and Promotion</p> <ul style="list-style-type: none"> • Produce communications, such as newsletter articles to promote L&D initiatives -utilising internal platforms including Yammer/'The Branch' Newsletter/SharePoint. • Maintain the L&D team SharePoint pages, regularly reviewing to ensure content is kept up to date. • Monitor the L&D team email inbox, responding to all learning and development and funding queries in a timely manner and escalating requests to other team members as necessary. <p>Adhoc</p> <ul style="list-style-type: none"> • Support with the design, creation and implementation of learning and development resources, such as training materials, 'How to Guides', eLearning courses, where required. • Facilitate activities and events as an internal Trainer, such as internal training sessions, briefings, webinars. • Produce presentations to communicate L&D proposals and initiatives, and present on L&D activities to a range of stakeholders from employees to Senior Leaders. • Provide additional project and administrative support to the senior team members as required. • Attend & support L&D/HR events at sites across the West Midlands Trains network and externally, where required – such as internal Engagement events, external Careers Fairs.
<p>c. Scope of Accountability*: <i>The degree of autonomy given to the post-holder to take initiative, take independent actions. The level depends upon direction and guidance by policies, levels of supervision.</i></p>	<ul style="list-style-type: none"> • Able to use initiative to research external training solutions and suppliers, negotiate on costs, and make recommendations on the appropriate training solutions and suppliers to use. • Autonomy to liaise with delegates and managers internally as required to effectively respond to training requests and coordinate training bookings. • Must adhere to the training request/budgeting process, procurement and data protection processes. • Follow instructions/guidance from the Procurement, Information Security, Finance departments, raising any queries regarding instructions/guidance to the senior team members. • Scope to create administrative records and processes to meet the needs of the role and department, in consultation with the other L&D team members.
<p>3. Role Dimensions</p>	
<p>a. Direct Reports: <i>How many direct reports, their Job Title & grade?</i></p>	<p>No direct reports.</p>
<p>b. Resources*: <i>Help to describe the scale of the job. This</i></p>	<ul style="list-style-type: none"> • Maintenance of the Digital Apprenticeship Service (DAS) account. • Use of the eFinance system.

<p><i>may include direct budget/revenue responsibilities, data and records, size of projects, markets, products etc.</i></p>	<ul style="list-style-type: none"> • Maintenance of the eLearning platform and personal development review systems. • Upkeep of learning and development spreadsheet trackers for training requests, budget, training suppliers, apprenticeship records. • Use of eLearning & media authoring tools (i.e. iSpring, Powtoon, Video Editor) where required. • Monitoring of the My Development inbox.
<p>c. Scope of Challenges*: <i>The level of thinking challenge to define and solve problems, guided by direction or compliance to regulations.</i></p>	<ul style="list-style-type: none"> • Working within Training, Procurement and Data Protection processes/procedures. • Working independently on own initiative to research training suppliers and solutions, negotiate with suppliers, compare and evaluate options and make appropriate recommendations. • Prioritisation of multiple tasks. • Managing a high volume of work accurately and meeting tight deadlines. • Working resiliently and flexibly within an environment subject to ambiguity and change, remaining positive in the face of challenges, and adapting to changing business needs and priorities. • Taking into account the operational requirements, environment and working practices of a Rail organisation, in coordinating L&D initiatives. • Able to independently solve challenges in relation to training organisation, such as supporting delegates accessing virtual training, managing attendance where delegates become unavailable to attend at short notice, and waiting lists for training. • Working with a variety of stakeholders who have differing priorities. • Learning how to use new systems (such as eFinance) and follow new processes.
<p>d. Scope of Influence*: <i>Key internal & external stakeholders and the nature of the relationships.</i></p>	<p>Internal</p> <ul style="list-style-type: none"> • Working collaboratively with and supporting the other L&D team members. • Liaising with Procurement, Information Security, Accounts Payable, Finance Business Partner and managers from operational areas requesting training. • Liaise with members of the wider HR team, specifically the Operational Training Team, Communications and Engagement, Exec PAs and Office Manager. • Liaise with key contacts within Group – i.e. Abellio Organisational Development Lead, Abellio Finance, L&D representatives at other TOCs. • Communicate with and support managers and employees attending or requesting training. <p>External</p> <ul style="list-style-type: none"> • Liaising and negotiating with external training suppliers and stakeholders such as Princes Trust. • Liaising with external training/conference venues.

<p>e. Scope of Risk: <i>This covers the control over level of threat, risk and harm.</i></p>	<ul style="list-style-type: none"> • Ensuring data protection processes are followed correctly to protect employees' data / rights and minimise the risk of data protection issues. • Identifying best value training solutions and suppliers, accurately raising orders, and recording costs, to optimise the effective use of the learning and development budget. • Accurate organisation of training to ensure a positive experience for employees completing training and other stakeholders, and training organised is completed.
<p>4. Role Requirements</p>	
<p>a. Essential Role requirements*: <i>This covers all technical, specialist, procedural, organisational knowledge and experience, qualifications. Consider how these are acquired and the level of competency required to perform the role effectively.</i></p>	<ul style="list-style-type: none"> • Level 3 qualification in a Learning & Development/HR or other relevant subject, or equivalent level of qualifications/professional experience. • GCSEs Grade B/5 or above, including English & Maths, or equivalent level of qualifications/professional experience. • Experience of working in a learning and development/training or HR function, and experience of organising training courses. • Prior experience of completing complex administrative tasks. • Able to understand and follow complex processes and procedures accurately and maintain confidentiality. • Adaptable, flexible with a positive can-do approach, high level of perseverance and resilience to progress tasks in a changing and sometimes ambiguous context. • Excellent accuracy and attention to detail with both written (proof reading) and numerical data. • Confident and professional communication skills to be able to approach, liaise and negotiate with external suppliers and clearly communicate with managers and employees regarding training requests or training organisation. • Good organisational skills to manage training bookings. • Able to work independently without supervision, managing own workload, prioritising, and progressing multiple tasks, using initiative to solve or escalate problems. • Confident in using Microsoft Office 365 software (Word, PowerPoint, Outlook email) and able to quickly learn to use new IT based systems. • Strong Excel skills for use of spreadsheets to track training requests, training spend, apprenticeship data etc (i.e. ability to create tables, graphs, charts, format, sort and filter data, use basic functions such as auto sum, willingness to further develop Excel skills)
<p>b. Desirable Developments in role*: <i>List the knowledge, skills, experience, qualifications and</i></p>	<ul style="list-style-type: none"> • Experience of procurement processes, liaising and negotiating with external suppliers. • Understanding of data protection requirements. • Experience maintaining an online learning management system.

<p><i>competencies that are desirable or where an individual could develop in the role to become fully competent.</i></p>	<ul style="list-style-type: none"> • Knowledge of apprenticeships and experience of administrating a Digital Apprenticeship Service account. • Previous experience in the Railway or Transport industries, and experience within a highly unionised environment • A CIPD qualification or equivalent level of qualifications/professional experience, or willingness to complete*. <p>On-the-job training will be provided on the appropriate L&D/Training, Procurement and Data Protection processes to be followed, and in-house systems to be used in the role.</p> <p>Support may be available to the successful candidate to undertake a CIPD qualification, should they not already hold this qualification*.</p>
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5. Working Environment

<p><i>This covers both people related behaviour, and environmental working conditions.</i></p>	<ul style="list-style-type: none"> • The role is currently working from home (due to social distancing) and would ordinarily be based in the WMT Training & Development centre. Flexibility will be required on occasion to travel to sites across the WMT network. • WMT & the L&D team are experiencing a time of significant change, as we adjust to the changing situation around social distancing / Covid and implement or embed processes to meet new and changing business requirements (related to compliance – such as data protection & procurement practices and changing franchise obligations). This is an exciting and challenging time as we build new working practices and further develop our L&D offer, where we need to be prepared to resiliently and positively persevere and navigate a changing and sometimes uncertain/ambiguous context.
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WMT is committed to ensuring fairness and equality of opportunity. Please ensure that the key skill requirements above can be measured /demonstrated and avoid listing personal attributes e.g., dynamic, enthusiastic, passionate etc, as these may isolate certain individuals. For further support please see additional line manager guidance below

Review

This statement will be reviewed annually.

Date Due:	Date Reviewed:	Post Holder Signature:	Line Manager Signature:

Date issued: September 2021

Additional Role Profile Guidance

The Line Manager is responsible for owning and maintaining an accurate Role Profile to ensure the individual understands what is expected of them in their role and to support performance reviews and other processes such as Job Evaluation and Resourcing.

Please minimise the use of jargon and acronyms. Only include criteria which are relevant to the job. Only include skills, knowledge, abilities, and experience if they are directly relevant and be able to justify them. Too expansive or too limited criteria can broaden or restrict the application of pay and grading respectively or reduce the likelihood of certain groups applying for role when vacant.

Do not rely solely on a job's history or the role performed by the previous incumbent. Focus instead on what the job needs to be designed considering the business current needs and long-term objectives.

1e.	Include the grade if known. If submitting for Job Evaluation, leave blank and update when the process of grading is complete.
1f.	Include the safety status if known. If the role is new to the business, leave blank and update when determined by the Safety & Environment Team.
2a.	The job purpose should describe what fundamentally the role is required to do. Consider the roles overall unique contribution to the organisation what the role is there to do; and to achieve what? and what would not get done if the role did not exist. You should keep the description short, no more than a couple of sentences, and punchy. Stick to the facts.
2b.	This is where you describe the main responsibilities in which the job holder must get results in order to achieve the Job purpose. There should normally be no more than 10 statements, shown in priority order. Do not simply produce a list of tasks or duties, but the actions that must be taken in order to get results. The role holder should be able to read them and understand exactly what is expected of them.
2c.	Describing the scope of accountability helps to define further the scope of the role and the direction available. Consider where the role holder can make decisions, within agreed processes, and where they are free to make decisions to change processes. Consider to what extent decision making impacts theirs and other areas of the organisation.
3b.	The resources factor looks at responsibility for financial and non-financial resources. Make it clear what are direct responsibilities, which are likely to form part of the individuals' objectives which they are wholly responsible for delivering; and those which are indirect i.e. those which they contribute to the delivery of. You should also include scale of budgetary responsibility for the role.
3c.	The scope of challenges defines the complexity of problems and the extent to which the job requires analysing, evaluating, reasoning, and or drawing conclusions. Consider how much freedom to think the job holder will have, or if constrained by legislation, regulation or business policy.
3d.	Scope of influence helps to further describe the scale of the role. It is not necessary to list all stakeholders, however, include those key relationships, and the role of the post holder in those relationships i.e. to lead, to understand, to negotiate, to engage etc. Do not include the role holder's management responsibilities to their direct reports or to their manager.

4a.	<p>You should list in priority order that essential knowledge, skills, experience, qualifications & competencies required for a new entrant to the role. Think about why you require previous experience, and could this be acquired in alternative ways to vocational experience? Provide alternatives to length of years' experience to demonstrate the level of required e.g. "proven" for 1-2 years; "significant" for 3-5 years; and "extensive" for 5+ years.</p> <p>Clarify the actual tasks and responsibilities before you start thinking about what special attributes will be needed by the person who will be fulfilling those responsibilities.</p> <p>Railway specific competencies can be used to help define the requirements here where there are industry standard competency requirements.</p>
4b.	<p>In addition to that essential knowledge, skills etc. a new entrant would bring include those additional that an individual would have to gain in the role or develop further in order to carry out the role fully. Consider what areas of support you as a manager would provide. For example, this may include knowledge of specific railway processes or products, development of leadership skills, exposure to and development of specific relationships etc.</p>