

Job Profile

Job Title: Learning Partner

Job Grade: Level 4, Zone 2

About Camden

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

Introduction

Camden is already on an organisational journey - focusing on moving from processes (bureaucratic) to relationships and partnerships (relational), and the People and Inclusion division has a critical role in supporting the organisation to be able to operate in this way.

For us being relational means putting people at the center of what we do, building **trust**, having **empathy** and fundamentally focusing on relationships. Starting from a position of **trust** where we treat employees as adults who want to do a decent job. Ensuring there is **freedom** with **responsibility** anchored by guiding principles and always ensuring there is coherence between these values and our actions. Whilst **coaching** managers to use their judgement from a place of empathy and compassion

As a division we are focused on ensuring we are best placed to support the organization to imagine a different future and develop the organization to deliver on it. This means:

- **Having strong human-centred relationships** - we want to help people to work well together and to get the best from each other as individuals and collectively.
- **Being empowered to experiment** - we want to help people feel safe and empowered to experiment and to make decisions to create change in a way which is supported and in an environment that allows that to happen, underpinned with great data and insight.
- **Being inspired to learn** - we want to help people to proactively learn and to create a true learning culture across the organisation - we want people to feel that learning is just a part of what they do every day.
- **Connecting the human element with change** - we want to help people, teams and the organisation move from a state of 'what is [the current position]' to 'what if [exploring possibility]' and ultimately to 'how to and how can we' [making possibility a reality].

- ***Having resilience and flexibility*** - formal structures and status are less important, power is shared so all have agency. We do this by working in the open and with kindness.

The expectation of all people who work within the People and Inclusion division is that we are committed to operating in this way and supporting others to do the same.

About the role

As we move forward on our intention to become a true learning organisation, we recognise the need for learning expertise aligned closely with our Directorates, working directly with one of our Directorate teams and familiar with local requirements and barriers. These Supporting People and Supporting Communities directorate practitioners play a critical role in ensuring the directorates' regulatory and compliance requirements are met, local business development needs are supported, and in keeping Directorates connected with Corporate learning initiatives and support.

They will engage and harness expertise from across People and Inclusion to enable their directorate services, link with the other directorates to learn together and share resources, as well as feed back insights to inform corporate approaches. Sector-specific learning will be co-designed and facilitated with those closest to the work leading to an enhanced learning experience for our employees, whilst maintaining connection to the wider L&D community across the organisation through a 'federated model'.

Leading on Directorate specific learning experiences and culture - including creating closer working links to professional areas and networks where the learning and expertise is required - the role will need to be both responsive to what is required while also being proactive in identifying requirements based on evidence and insight.

The role will lead on and execute the planning, implementation and review of the Directorate specific learning offer, working closely with subject experts and thinking through the experience of colleagues as they access learning experiences. They will be responsible for demonstrating how the Directorate is meeting any learning requirements linked to regulatory frameworks. They will also work with the Employee Experience team to make sure learning is as accessible and learner friendly as possible – always looking to make the experience better.

The role holder will always have the experience of learners at the forefront of their minds, making sure learning is integrated into the best possible experience for our employees.

About you.

You will;

- Work across the specific Directorate to understand and agree learning and development requirements and approaches to meet workforce planning needs, with a particular focus on ensuring regulatory and compliance requirements are met and evidenced. With a focus on the strategic direction, join the dots and make links across the business while simultaneously keeping an eye on detail.
- Provide expert advice to a range of stakeholders on learning and development in relation to the Directorate services as appropriate. Actively maintain a body of technical and professional knowledge related to learning and development and use this to inform Camden's continuous improvement journey.
- Be an active member of appropriate project teams and other cross organisational groups to support learning programs and learning culture. Participate in internal and external workforce development networks.
- Work closely with stakeholders and other federated and corporate L&D teams, leading on the development, delivery and impact measure of fit for purpose learning programs and interventions, with a particular focus on those specialist / professional services within the Directorate.
- Be confident in designing and developing learning experiences in a range of formats with the ability to engage, influence, curate, and collaborate. When required lead on the procurement of external learning partners including negotiating, commissioning and contract management.
- Plan learning provision within funding allocations. Proactively explore external funding opportunities, contribute to internal budget planning activities, and ensure external providers payments are timely.
- Work with the Employee Experience team to ensure corporately developed programmes are adapted where necessary, to fit the needs of the individual directorates
- An excellent facilitator, able to deliver a range of learning experiences both in person and virtually with the ability to manage the unexpected and emotionally complex.
- Draw data from the learning management system to use to make evidence-based improvements to the learning offer; able to think analytically and develop interventions using a human centred approach to ensure learning is accessible, innovative and at its most impactful. Gather insights and monitor trends in the learning data feeding these into the wider work of the team and services.
- Produce meaningful and accurate learning reports for stakeholders, partners and users. Present data and learning intelligence as required.
- Work within a federated learning model, championing the insight and evidence for what works well, making recommendations for the wider system, while also experimenting with evidence-based changes.
- Support collective planning activities across the Learning Community. Contribute to reviews of practice across the Learning Community, and lead on the regular review of local learning approaches and procedures, to identify and implement revisions as required.
- Be an integral part of Camden's Learning Community working to ensure learners know where to access information to support their learning, and that the learning management system supports learning effectively and efficiently, making recommendations and improvements as needed.

We would welcome experience in;

- **Facilitation** – The ability to facilitate great space for active dialogue, learning and reflection
- **Change and improvement** – The ability to lead change initiatives from start to finish, using appropriate models and applying a systemic lens to change mindsets and behaviours
- **Using data** – The ability to create purposeful insight from quantitative and qualitative data and then use that insight to learn and improve
- **Problem-solving** – Being comfortable with uncertainty and working through issues systemically, to support problem-solving and deliver solutions that tackle underlying causes
- **Learning** – how to design, deliver and evaluate great learning
- **Project Management** – Using appropriate tools and techniques to help ensure projects are managed and governed successfully

Work Environment:

The role can be done on a hybrid basis – working from either a Camden administrative base or home, though the expectation that staff spend on average two days week in Camden.

People Management Responsibilities:

Effectively lead, manage and coach a small team of L&D Officers in the appropriate Directorate; supporting their development and commitment to the wider work of the Learning Community across Camden.

Relationships:

You will work closely with colleagues/ teams within the “People & Inclusion” Service. This role will develop and maintain strong links with Camden’s Learning Lead, other L&D professionals across Directorates and will work closely with the Director of Relational Practice and the emerging work in the Centres of Excellence (Lead Practitioner) model. You’ll form good working relationships with colleagues across Camden, supporting them to achieve their goals and priorities.

You will initially report to our Learning Lead, and you’ll retain a ‘dotted line’ connection to the Learning Lead ongoing.

Over to you

We’re ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine our corporate services, and we’ll redefine what a career can be.