

<b>REGULATOR OF SOCIAL HOUSING (RSH) ROLE PROFILE</b>
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<b>Role</b>	Learning and Development Specialist	<b>Directorate</b>	Finance & Corporate Services
<b>Reports To</b>	Learning & Development Manager	<b>Section</b>	HR
<b>Post Reference</b>	7T0340	<b>Grade</b>	G16

<b>Purpose of the Role</b>
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Following the successful completion of our expansion into consumer regulation in 2024, the Regulator of Social Housing requires an experienced Learning and Development Specialist to support, design and deliver existing and new training interventions both in-person and virtually. This will compliment the work the L&D function is responsible for and play a key part in driving engagement with content in our new LMS.

Predominantly aimed at economic and governance audiences, the ideal candidate will be comfortable managing stakeholder expectations in a Regulatory environment and working with subject matter experts to craft interventions that deliver to our operational audiences. Specific technical areas of training will require further learning or joint delivery until an acceptable level of knowledge has been acquired.

You will be brought up to speed in a range of modules that it will be expected you are able to deliver for the Regulator in the future, ultimately creating a library of learning for existing staff to upskill themselves in and for new staff to use to smoothly assimilate into the Regulator's ways of working.

Significant experience and knowledge of delivering detailed, high-quality training in a technical environment is essential to the success of this role. Your work with subject matter experts will enable you to create interventions that draw the knowledge and skills from those individuals to create outcome led training that adds real value to our organisation.

Ideally with a strong background in learning and development practice, including digital design (eLearning), face-to-face delivery and group facilitation with an ability to advise stakeholders on the best course of action relating to learning, methods of delivery and evaluation.

This role will also be responsible for promoting our internal management network. You will have the freedom to drive engagement, with results linked to our staff survey scores to drive improvements where possible.

This role will require significant travel to our offices in Leeds, Manchester, Birmingham, Bristol and London.

<b>Main duties and key accountabilities of the jobholder</b>
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- Support the L&D Manager to engage with the business and identify development needs in order to identify and create appropriate learning interventions and apply the learning life cycle at all stages
- Carry out in-depth research to support delivery of the agreed Regulatory Engagement Directorate work for the Regulator, designing and implementing additional tools and development interventions as needed
- Develop an understanding of all aspects of the Regulator's work and familiarising yourself with the work of the Regulator and our ways of working
- Design, develop, test, deliver and evaluate in-house induction, technical and management training. Provide expert advice to technical specialists on designing and delivering effective training
- Support the development of our digital literacy program and design digital learning that is modern and effective.
- Contribute to the design, development, delivery and evaluation of in-house equality and diversity programmes. Play an active part in developing equality, diversity, and inclusion at the Regulator
- Work closely with the L&D Manager to assess training needs for existing and new staff in line with our business planning processes
- Facilitate face to face and online sessions with groups and teams to support their learning and performance.
- Identify opportunities to modernise the Regulator's learning and development delivery to make best use of technologies available to us
- Work across organisational boundaries. Provide effective training solutions, in person, virtually or digitally and identify opportunities for best practice. Lead projects and activities to drive organisational change and support our culture
- Develop and support productive relationships with key stakeholders across the Regulator to facilitate the delivery of learning and development activities and projects

### Working relationships and contacts

#### External Relationships:

- Government Campus
- Government Skills Curriculum Unit L&D networks and working groups
- Consultants engaged to support L&D interventions

#### Internal Relationships:

- Governance groups including Regulation Executive Group and Senior Leadership Team
- Managers Network and Regulation Leadership Team
- Members of other relevant organisational working groups

- F&CS staff
- Staff across the RSH requiring L&D support

### Core job skills

- A relevant CIPD/Instructional/Digital design/Coaching qualification, or equivalent extensive experience in learning and development
- Relevant experience in Articulate/Storyline and/or other modern eLearning content creation tools
- Excellent track record of designing, developing, delivering and evaluating training, demonstrating extensive experience in eLearning creation and face-to-face design and delivery.
- Track record of building strong working relationships that consistent deliver meaningful training interventions for audiences and stakeholders
- Experience of designing and implementing a range of high impact people development initiatives to support professional and career development
- Experience of designing and implementing training and resources to enable development of managers
- Able to facilitate groups and teams to enable their learning and performance.
- Experience of coaching staff as part of a training process
- Ability to quickly assimilate working culture and practices
- Good communication skills, including report writing and presentation skills. Ability to present and discuss work at the highest level, presenting complex issues clearly and concisely
- Ability to think logically and analytically to get to the core of problems; drawing conclusions and making recommendations
- Ability to keep up to date with emerging thinking and trends, maintaining their own professional qualifications and development relating to the core areas of work
- An ability to understand the strategic issues facing the Regulator, internally and externally

### General responsibilities

- To adhere to the RSH's Equality and Diversity and Equal Opportunities policies in all activities and to actively promote equality of opportunity.
- To be responsible for your own health and safety and that of your colleagues and all others in the workplace, in accordance with RSH Health and Safety policies.
- To demonstrate RSH core values in all working relationships within the workplace.

- To work in accordance with the RSH Data Protection Policies and adhere to the RSH Freedom of Information policies where appropriate.
- To undertake such other duties as may be reasonably expected.