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| ROLE PROFILE | | | |
| Job title | L&D Advisor (Apprenticeships) | Date | 2023 |
| Business | Samworth Brothers | | |
| Department | Group People | | |
| Location | Oak Meadow, Scudamore Rd, Leicester | | |
| ROLE SUMMARY | | | |
| The L&D Advisor is first point of contact for managers and People team for matters of L&D in the business, supporting delivery of the Group L&D strategy as part of the overall Group People Strategy to improve business performance through value-add learning & development.  You will be responsible for coordinating the delivery of apprenticeship and learning programmes, including organising learning providers and resources, in addition to delivering classroom training and presentations yourself. The accuracy of data is key to enable People metrics, insight and strong audit performance and you will play a key role in ensuring that data and records are well-managed.  You will provide coaching and guidance to managers on People development, encouraging them to make use of the L&D programmes, development opportunities and learning resources available, and ensure full compliance with required training.  The business looks to you as an L&D professional to offer support and clear direction. You’ll be instrumental in ensuring that the business delivers results, and that colleagues and teams are supported to reach their full potential, in line with the Samworth Brothers Purpose, Culture & Values. | | | |
| REPORTING STRUCTURE | | | |
| Reports to | People Partner – Early Careers & Apprenticeships | | |
| Direct & indirect reports | n/a | | |
| Key internal stakeholders | Group People Director, Head of L&D, Line Managers, People Teams and Group Resourcing, Scheme Participants | | |
| Key external stakeholders | Learning Providers, Industry network | | |
| SKILLS & ABILITIES | | | |
| * Work and collaborate with the L&D and People team to collectively deliver our purpose of ‘Doing GOOD things with GREAT food’ for all of our colleagues; ensuring we welcome all colleagues into our family and providing opportunities for all of our people to grow, improve their prospects and achieve their full potential. * Work in partnership with the managers of the business to build a values-based culture, delivering on the Culture Framework and ensuring that results are achieved with people at the heart of every decision, and consistent focus is given to providing a positive experience for Colleagues. * Act as a first point of contact for managers to support them with training and developing their teams and team members, through the agreed annual training plans and group development programmes, building capability and high performing teams in line with group values and ways of working. * Contribute to delivery of the Group L&D strategy, and support the delivery of the wider People strategy, helping to ensure that all learning & development across the employment lifecycle is executed in ways which add value to both the business and the Colleague experience, with the People vision in mind. * Work collaboratively with People Teams, supporting them to partner managers around colleague development, and keeping them in step with delivery of the L&D strategy and plans. Together, promote our L&D tools and opportunities, and seek to remove any barriers to learning and development. * Co-ordination and administration of apprenticeship documentation in line with ESFA funding rules and apprenticeship data including new apprentice agreements, ‘The Apprenticeship Dashboard’ DAS system management, and routine reporting. * Support learner progress through routine ‘check-ins’ with apprentices, line managers / mentors and learning providers, escalating any areas of concern as appropriate. * Work closely with the Group Resourcing team on talent attraction activities in schools, colleges and careers fairs, and with Internal Communications colleagues on social media activity. * Co-ordinate and support recruitment campaigns for new apprentice cohorts and individual apprentice vacancies. * Promote the Samworth Brothers apprenticeship programmes by playing a part in arranging celebration events, preparing award nominations, etc. * Work collaboratively with L&D colleagues to share good practice and learnings, and contribute to continuous improvement of our apprenticeship, training, and development programmes to ensure they are relevant, effective, and aligned across the Samworth Brothers group and with the group Purpose & Values, People strategy and L&D plans. * Deliver training and co-ordinate learning events and programmes using an approach which conveys content with clarity, in an environment which is inclusive and engaging for colleagues and participants. * Play a pro-active role in supporting change to assist in delivery of business goals, co-ordinating and delivering training and development plans as part of change management. * Support the annual People Survey process, and work with the People Team to deliver L&D action plans which arise from colleague feedback. * Record, maintain and report accurate data and information to inform L&D and People related decisions and activity, enhance stakeholder engagement and evidence business progress and ROI. * Support and promote the Performance Enhancement process as a key foundation of colleague development and engagement, encouraging managers to coach towards high performance and progression, and colleagues to fully engage and take ownership of their own development journey. * Fully utilise the People Portal, including LMS and Performance Enhancement, as tools to enable an accessible, consistent, and effective L&D provision for the business and our colleagues. Encourage managers and colleagues to engage with L&D through the People Portal, supporting the business to entirely adopt and embed the system. * Can assist in delivering the internal communications strategy for the business, helping to create a strong sense of belonging and identity for Colleagues, and ensuring key information is effectively shared. * Apply key learning principals, and embed these into all L&D content and materials to underpin an overall learning culture i.e., 70:20:10, growth mindset, manager as coach. * Deliver and co-ordinate onboarding and induction learning activity which offers new colleagues an interesting and impactful experience and a warm introduction to the business. * Work closely with managers and co-ordinate resources to ensure compliance training is delivered in accordance with business requirements. Ensure routine, accurate tracking is in place and is used by line managers to drive full compliance. * Ensure colleagues undertaking training, and their line managers and mentors, receive robust support throughout their learning journey, from initial understanding of requirements through to ongoing routine touchpoints and early intervention on any significant challenges. * Promote colleague wellbeing, both as an ethical priority and as a key factor in colleague performance, satisfaction, and retention. * Play an active part in encouraging diversity and respectful inclusive behaviours, identifying and removing barriers to equality. Act as a role model by ensuring own knowledge is current, managing own biases and behaviours and providing guidance to others. * Build good relationships with learning providers, effectively communicating requirements and co-ordinating plans with clarity. Prioritise approved, trusted providers, and follow the approval process if a new provider is required, plus where appropriate, provide Head of L&D with pertinent feedback about learning providers. * Purchase training services, materials, and resources in line with the annual L&D budget plan, ensuring tight control on costs with the objective of achieving best value for spend. * Support on preparation for and delivery of internal and external audits, including Ethical audit and routine customer and governing body audits, and close out any training related non-conformances in a timely manner. Ensure that L&D and training activities are compliant and run to ‘audit ready’ standards including maintenance of accurate records and information. * Ensure that L&D systems, information, and data are accurate, up to date, and managed and held in a format which follows current legislation (e.g., GDPR) and customer standards / codes of practice. * As appropriate, be responsible for any other tasks, projects, duties, and work streams which contribute to the success of the L&D team in supporting the business in day-to-day people management activity and in delivering on the objectives of the agreed annual strategic People plan. * Actively engage with reliable sources to update and enhance own knowledge and understanding of new developments, best practice and fresh perspectives in the marketplace, industry, and the People profession. | | | |
| KNOWLEDGE & UNDERSTANDING | | | |
| * Understands the principles of how values-based business leadership with clear purpose develops a positive culture and underpins strong business performance. * Knows the Samworth Brothers Purpose & Values, how these were conceived and have evolved as the group has grown and developed over the years. * Is fully conversant with the Culture Framework, it's function as an enabler of the Purpose & Values, and how it is delivered in the business. * Has business acumen - understands the way business operates and how the moving parts, including people aspects, work together to make it successful. * Knows how to effectively communicate, influence, and work collaboratively with colleagues and managers, including how to provide feedback and positively challenge when necessary. * Takes a coaching approach with colleagues and internal stakeholders, empowering others to deliver results and develop understanding through personal accountability. Can clearly articulate the methodology and models behind this approach and apply appropriately according to the individual person and circumstance. * Has a good understanding of apprenticeships - how the apprenticeship levy is paid, and funding rules applied, and how apprenticeship standards are developed, delivered, and assessed. * Has an appreciation of fair recruitment and selection processes, as well as candidate attraction methodologies. * Is fully conversant with the Samworth Brothers People Toolkit - policies, processes, learning & development programmes, etc and their relevance to business operations and objectives. * Is familiar with the methodology for identifying capability levels and skills gaps against the L&D Pathways and Role Profiles for each Job Family. * Understands how to effectively deliver training, facilitate learning, and lead a group session to upskill, inform and inspire. * Is familiar with neuroscience principals relevant to L&D practice. * Understands how change processes are structured to take into account business objectives, legislative and procedural requirements, and colleague experience / engagement. * Is familiar with the key factors which affect employee engagement, and the ways in which business can create the conditions in which colleagues will offer more commitment and enhances capability. * Understands the importance of accurate, up-to-date information and data in the L&D, People, and business context. Knows how to select and interpret data for research and to support decision-making. * Understands the SB organisation design as set out in the Career Pathways, L&D Pathways and Ways of Working, and is knows how these structures, roles and capabilities are applied within own business area. * Is fully conversant with the Samworth Brothers Performance Enhancement toolkit, its function as an enabler of colleague development and engagement in line with the People Vision and overall business performance, and how this is delivered in the business. * Has good working knowledge of the key information systems used by the People Team - People Portal, AX, SharePoint, etc. * Has an appreciation of the internal communications strategy for the business area. Is aware of key factors such as the audience segmentation, available channels, and main themes and messages. * Knows the Samworth Brothers business processes and procedures which must be adhered to for safety, quality, and legal compliance e.g., Health & Safety procedures, Group Authorities Manual. * Understands how the L&D function operates within the wider business context, including the factors which build positive reputation and influence. * Understands the importance of colleague wellbeing in overall engagement and performance, and the positive impact on wider business results. Is fully conversant with the various physical, mental, and emotional factors contributing to resilience and wellbeing, and how these are supported / impacted in the business operation. * Has an appreciation of the Samworth Brothers Wellbeing strategy, it's function as an enabler of the Purpose & Values and overall business performance, and how it is delivered in the business. * Has an appreciation of the drivers of, and barriers to diversity & inclusion, and how individual bias happens. * Has appreciation of legal contracts, service level agreements, etc., and understands where it is appropriate to seek guidance before developing, negotiating, or agreeing these. * Understands the annual budget process, how to manage, reconcile and report on spends, and keep a close control on costs. * Has a working knowledge of the relevant audit standards which are applicable to L&D and People Team operations. * Knows how to effectively communicate with external stakeholders and providers, in line with our Values. * Maintains a working knowledge of key legislation and best practice (employment, ETI Base Code, GDPR, Samworth Brothers policies & procedures, etc) and has a good awareness of other areas relevant to our business operations (food safety, H&S, finance, etc). * Knows how to select and evaluate different sources of information to ascertain reliability and relevance. * Understands the importance of continued personal and professional development (CPD). | | | |
| QUALIFICATIONS, EXPERIENCE, TECHNICAL SKILLS / KNOWLEDGE | | | |
| L3 Learning & Development qualification (apprenticeship, CIPD or equivalent)   * L&D / Training role in a complex, fast-paced business * Strong and engaging training delivery / facilitation / presentation skills * Co-ordination of training events, courses, programmes * Responsibility for budget spend & control, training-related data and records   **Advantage**  Coaching qualification  Food Safety / Health & Safety qualifications | | | |
| CORE COMPETENCIES, ATTRIBUTES & BEHAVIOURS FOR SUCCESS | | | |
| **Competency** | **Descriptors** | | |
| Values People | *Demonstrates the belief that people are our most important asset and central to the success of the organisation. Everybody should be treated with dignity and respect at all times.* | | |
| Customer Focus | *Is passionate about quality, striving to continuously make a positive difference for our customers and our consumers.* | | |
| Collaborative Team Working | *The willingness to act as part of a team and work towards achieving shared objectives through adopting best practice in line with our Purpose Statement and Company Values.* | | |
| Flexibility & Adaptability | *The ability to change and adapt own behaviour or work procedures when there is a change in the work environment, for example as a result of changing customer needs.* | | |
| Initiative & taking ownership | *Steps up to take on personal responsibility and accountability for tasks and actions in line with our Purpose Statement and Company Values.* | | |
| People Management | *The ability to understand people and their motivations, build good relationships with them and help them unlock their full potential.* | | |
| Drive for Excellence | *Knows the most effective and efficient processes for getting things done, with a focus on continuous improvement.* | | |
| Resource Management | *Effectively manages resources and cost drivers to achieve sustainable productivity and profitability* | | |
| Technical Expertise | *Has the skills, knowledge and experience required to excel in own area of specialism and the willingness to further grow and develop.* | | |
| Self-Management | *Uses a combination of feedback and reflection to gain insight into personal strengths and weaknesses, so that own time, priorities, and resources can be managed to achieve goals.* | | |