

## Skills and Essential Training Business Lead

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**Department:** HCS HE Department

**Division:** Corporate Nursing and Governance

**Reports to:** Project Lead – Practice Development, Advanced Practice and Independent Prescribing

**Responsible to:** Head of Nursing, Midwifery and Allied Health Professional Education

**JE Ref.:** HCS1290

**Grade:** CS8

**JE Date:** 07/03/2024

### Job purpose

The Skills and Essential Training Business Lead would be responsible for the coordination and maintenance of training records, plans and service information regarding all staff mandatory and statutory training and essential skills training HCS wide. This information will provide quality assurance for the ELT, line managers and to provide assurance of adherence to policy and to role specific role requirements.

The postholder will also be responsible for supporting service leads in maintaining operational governance and control frameworks, including Risk Management, Information Management and Business Continuity planning. The role supports service leads and line managers in the coordination of a learning management system, maintaining records and data to enable the effective and monitoring of performance and improvement in training and skills.

### Job specific outcomes

- Provide all relevant support required in the preparation and coordination of mandatory and statutory training, being the point of contact for all trainers/educators.
- Support the service with implementation of improvement plans, activities and recommendations, collating information to inform key decisions.
- Ensure the operational and business management of training services, implementing operational policy and procedures to ensure the function is compliant with all relevant legislation, financial process management, continuous improvement and KPIs.

- Develop, co-ordinate and test a training and development plan for staff alongside the Skills and Training Team, to ensure the service is safe and compliant with Government business continuity standards.
- Preparation, development and record keeping of the function(s) and any improvement plans alongside the service leads and Heads of Education.
- Record performance and outcomes against objectives contained in the Mandatory and Statutory Training Policy, functional and departmental business plans including Financial Cost, People and Talent, Portfolio, Service Management, working closely with line managers and service leads.
- Collate and co-ordinate public/function requests for information, for the function (e.g. health and safety complaints, FOI requests, Ministerial questions, States Assembly questions) monitoring response to and highlighting any trends and emerging issues, supporting a continuous improvement and safe and effective learning environment.
- Assist with reporting and co-ordination of training needs analysis, risk, internal control, Health & Safety and compliance matters, ensuring that risk and training attendance registers are kept up to date and that mitigating actions are monitored for completion, supporting the escalation of risks to line managers, service leads and Heads of Education.
- Administer the training budgets, including managing purchase orders and supplier invoices for change initiatives to be led by the function, reviewing transactions to ensure they are accurate and support the preparation of month end reports, in accordance with the Government of Jersey's Financial Directions.
- Co-ordinating external parties and internal resources to ensure training is delivered to the agreed timescales and performing detailed manipulation and analysis of training data, highlighting and prioritising issues for further investigation and preparing reports to support decision making.
- Work in collaboration with professional groups to provide advice on mandatory and statutory training requirements, ensuring compliance with government policy and procedures, legislation, professional body requirements and/or to influence operational decision making as appropriate whilst managing training database and learning management system, as well as bookings, resources and attendance.



## Person Specification

### Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p><b>Qualifications</b> <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Educated to degree level or equivalent in a subject with a high degree of analytical or numerical content, or demonstrates such a level of equivalent experience</p>	<p>Holds or is working towards a recognised project management qualification (e.g. PRINCE2, AGILE, Lean, etc)</p>
<p><b>Knowledge</b> <i>This relates to the level and breadth of practical knowledge <b>required</b> to do the job (e.g., the understanding of a defined system, practice, method, or procedure).</i></p>	<p>Sound knowledge of governance risk and compliance to support training needs analysis. Knowledge of business engagement, stakeholder management, influence and coordination across organisations.</p>	<p>Good understanding of HCS systems eg. MAXIMS, EPR etc.</p> <p>Understanding of professional regulation in Health and awareness of role specific training, CPD and revalidation requirements for clinical staff.</p>

	<p>Knowledge of managing projects with high levels of organisational change.</p> <p>Knowledge of risk identification and management within large, strategic change programmes that impact organisations at all levels</p>	
<p><b>Technical / Work-based Skills</b> <i>This relates to the skills specific to the job, e.g., language fluency, vehicle license etc.</i></p>	<p>Excellent IT skills as will be required to produce and develop accurate and well-presented written and electronic reports, records and documents.</p> <p>Ability to bring together and articulate the broader context of HCS training and development priorities and objectives.</p> <p>Ability to monitor and manage performance against TNAs, KPIs and legal, statutory and regulatory requirement.</p> <p>Ability to draw on a range of consulting skills to drive effective engagement, effective communication and demonstrate creativity in problem solving.</p> <p>Skilled in control procedures and ensuring project deliverables are completed within the terms of an agreement.</p> <p>High level of time management skills as this role requires the post holder to be extremely organised, with the ability</p>	<p>Familiarity in any of the following areas would be advantageous: health and safety, education or training, IT, financial management, data protection.</p>

	<p>to work under pressure and to competing demands.</p> <p>It is important that the post holder possesses excellent communication and interpersonal skills and is a self-motivated individual who is able to work with limited supervision.</p>	
<p><b>General Skills/Attributes</b> <i>This relates to more general characteristics required to do the job effectively, e.g., effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Attention to detail to deliver high quality products.</p> <p>Must be able to write clear and concise reports, and work accurately with figures and training statistics.</p> <p>Sound interpersonal and communication skills to actively communicate across the organisation.</p> <p>Demonstrable business and network engagement skills.</p> <p>Demonstrates good organisational skills whilst working under pressure and coordinating stakeholders with competing priorities.</p> <p>Demonstrable capability to troubleshoot and collaboratively resolve problems that occur.</p>	
<p><b>Experience</b> <i>This is the proven record of experience and achievement in a field, profession, or specialism.</i></p>	<p>Experience of working in a similar role with experience of quality assurance reporting,</p>	<p>Experience of working in health would be advantageous, as an understanding of</p>

<p><i>This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>record management, performance, risk, contract and health and safety management.</p> <p>Demonstrate the ability to meet targets and deadlines and to be able to work under pressure.</p> <p>A proven understanding of the need for total confidentiality.</p>	<p>professional roles (clinical and non-clinical) would be advantageous to understand role specific training requirements.</p>
<p><b>Criteria relating to Safeguarding</b> <i>Other requirements needed to confirm suitability to work with vulnerable people e.g., attitudes, skills, experience etc.</i></p>	<p>Requires DBS</p> <p>Applied knowledge, understanding and experience of safeguarding.</p>	