

Role Profile for:

L&D Partner

N.B. Depending on experience role may be L&D Coordinator and role profile will change

Employee Ref		
Leadership Group		B
Role Profile Ref		120
Joining Date		01/01/01
Last Updated		08/11/2024

WE ARE ATEB

Welcome to your ateb role profile. Our Role Profiles connect us all with our shared ateb



Vision.

Our Shared purpose is to always deliver ...

> **#1 | Creating better living solutions,**

Through the adoption of a DNA that focuses on ...

> **#2 | Trust | Togetherness | Empowerment.**

We all have a role to play in realising our 3 strategic aims,

> **#3 | To improve customer service | Serve more people | Increase business effectiveness.**

The design and delivery of our services will always focus on,

> **#4 | The right customer outcomes as effectively as we can.**

We all have a responsibility to support our Assurance Framework by managing our,

> **#5 | Risks | Controls | Tests**

and we must always seek to listen, understand, and learn as ...

> **#6 | Improvement is the day job**

The Vision and its supporting documents form part of this role profile.

1 | ROLE DETAILS

The headline details for this role:

The key role details are as follows:		The role line responsibilities are:	
Name	L&D Partner	None	
Title			
Employer	ateb Group Limited		
Level	Leadership Group B		
Report to	People & Communications Manager		
Directorate	Corporate		

2 | CUSTOMER

The service areas set the customer outcomes we are collectively working to achieve. This role will primarily contribute to the successful outcome of the following service areas but will obviously support all areas as required. See #4 Deliver for full details.

Primary Service Areas:	Outcomes:
SA/12 – Recruitment	Attract and retain the right talent
SA/13 – Learning & Development	Equipping our people to deliver a better service
SA/14 – Wellbeing	Ensure our people are mentally, physically and emotionally healthy to enable them to realise their potential
SA/15 – People Management	Highly motivated and innovative team culture
SA/20 – PR/Marketing & Communications	Positive growth of our brand. The right messages to the right audience at the right time.

Primary responsibilities for the above outcomes:	
1	<p>Responsibility for ensuring the development, implementation, and coordination of the ateb Careers initiative across the Group with particular focus on the following areas:</p> <ul style="list-style-type: none"> • Role Development – career development support, mentoring and career pathways for current team members. • Apprenticeships – establish employment/training schemes across various trades and functions with access to recognised qualifications • Internships – create short term training and experience opportunities in partnership with educational establishments and linked to specific goals of ateb. • Sponsorships – support for external qualifications with time commitment to ateb
2	Responsible for developing partnerships with key internal and external stakeholders in order to develop and implement the ateb Careers initiative i.e. obtaining funding streams, identifying educational opportunities, creating internship/sponsorship opportunities, engaging with schools, colleges, community groups, DWP and participating in career events to promote career opportunities in the housing sector.
3	Responsible for developing, implementing and evaluating the annual learning & development (L&D) plan in conjunction with Senior Managers to ensure essential L&D requirements and role development needs are met with a focus on succession planning, coaching and mentoring to demonstrate clear career pathways. Facilitate different learning channels, face to face, group, blended or digital modes of training to ensure a diverse range of learning needs are met.
4	Developing and delivering in-house training sessions as and when required
5	Working with team colleagues to ensure the annual L&D plan is implemented and ensuring the team record all activity as per agreed processes.

6	Responsible for developing (in partnership with line managers and team colleagues) and coordinating appropriate support frameworks for our apprentices, interns, sponsorship students and team members ensuring feedback is obtained to ensure future success of our initiatives.
7	Responsible for identifying further opportunities to develop ateb Careers initiative including the following: <ul style="list-style-type: none"> • Customer Skills Development Programme • College Course Sponsorship i.e. prizes • Schools Partnering Programme • Supply Chain Skills Development Programme
8	Monitoring and recording of key performance data in relation to ateb Careers initiative ensuring our approach continues to be effective at achieving our service outcomes.

General role responsibilities:

1	Support all other service areas as appropriate/directed to achieve their outcomes where they require my input.
2	Continually review my service area outcomes to ensure they achieve the right customer outcomes as effectively as we can.
3	Consistently demonstrates values of equality and diversity.
4	To take responsibility for my ongoing personal development.
5	To undertake any other duties as required which are compatible with the requirements of the post.

3 | GROUP

This role has the following corporate responsibilities:

Service Area	Customer Outcome	Responsibility
SA/17 – Strategy	Clarity on how we will maximise our purpose	Support the Board and EMT to help develop and deliver the right strategic priorities to achieve our strategic aims.
SA/18 – Assurance Management	To be assured we are always compliant and doing the right things	Develop and monitor processes to enable empowered decision making within our agreed assurance framework.
SA/19 – H&S	We meet our legislative and regulatory H&S requirements	Take personal responsibility to ensure that I and my team abide by the relevant legislation, the organisation’s H&S systems and common sense so that I, the public, my colleagues, customers and partners are safe and secure at all times.
SA/20 – PR, Marketing & Communications	Positive growth of our brand. The right messages to the right audience at the right time	Make sure that communication with and from my team is effective and supportive to all. Promote our work with various audiences that support our Purpose, DNA and our strategic aims.
SA/22 – Performance & Data management	We know where we need to improve, where we are not compliant and where we are at risk	Always seek to understand whether we are achieving our required outcomes, efficiently and with great customer experience and plan and deliver improvement and growth where identified through managed change programmes.
SA/23 – Procurement & Supplier Management	To ensure we compliantly deliver Value for Money services	Make sure my team abides by the procurement rules and systems established by ateb. Make sure that any procurement required achieves the right outcomes.

4 | PERSONAL

This role will require the following personal attributes, qualifications, skills and experience etc.

Attribute	Requirements
Technical Competency	<p>This is what we would like you to have, but we are happy to hear how you feel your experience, skills and knowledge meet the role requirements.</p> <p>Have a good level of competency in learning & development having worked within this environment previously with an understanding of current best practice. You will have experience of coordinating learning and development programmes, ideally having experience of apprenticeships programs and developing and delivering training sessions. An understanding of career pathways and skills assessments would also be great! Qualifications to support the service areas would be advantageous preferably in coaching and mentoring. It would be great if you had a CIPD or learning qualification and were a member of the CIPD or other learning organisation. You must have highly effective communication skills both written and verbal and be confident in delivering presentations to groups. You will have the ability to influence and foster credible, collaborative and coordinated working across the group and in partnership with other organisations. Organisational and project management skills are essential for this role together with an ability to work on your own initiative.</p> <p>And another thing... we will always look at equivalent qualifications, experience or transferable skills and expertise that can be easily applied to the role. We will also consider the ability of formal qualifications to be obtained whilst in the role subject to the latter factors being achieved, timescale and cost. Everyone at ateb must be able to demonstrate a reasonable level of literacy and numeracy to be able to fulfil our roles, for us that usually means achieving success at GCSE/Key Skills or equivalent qualifications, but we are happy to discuss this with you.</p>
Decision making	<p>Make decisions using professional or technical judgement; to resolve problems, assess risk, and understand impact on the Group and its customers.</p>
People management	<p>Willing to learn from others and share own experience and knowledge. Let team members know what is expected of them. If a line manager uses departmental goals to develop meaningful objectives for the team. Gives timely feedback on performance and maintain positive working relationships within the team to achieve high performance, challenging others when this is not achieved.</p>
Team working	<p>Need to create the right environment for teamwork to thrive both internally and externally. Be able to lead and participate in teams effectively</p>
Financial control	<p>Sets, monitors, reviews and reports on the budgets relating to the areas of responsibility, will also be able to be responsible for any purchasing required.</p>
Organisational skills	<p>Will be able to effectively set own work plan and prioritise key tasks, supervising teams' work plan as required.</p>
Innovation	<p>Must show a desire to improve and challenge what we do to constantly improve our service outcomes as effectively as we can. Identifies, plans and implements improvements within the team which support service delivery.</p>
Customer service	<p>Provide a great customer experience both internally and externally. Demonstrate the important of customer service to team and colleagues by always putting the customer first.</p>

Project / process management	Project management improvements within own and others service areas to ensure the desired outcomes are achieved. Takes responsibility for achieving individual objectives and contributing to team and group projects.
Enthusiasm	Self-starter bringing personal drive and positive attitude to help all find solutions to problems. Be able to promote our DNA at all times.
Technology Competency	Confidently use and develop ICT systems to deliver and improve my service delivery. In particular, have good working knowledge of typical software solutions relating to my area of expertise and level of responsibility. Be able to make the best use of the Microsoft 365 & Office suite and usual business communication devices and systems.
Comms / PR / Marketing	Be able to promote good communication throughout the organisation (verbal, written, face to face) ensuring teams are involved, informed and engaged at all times. Ability to speak Welsh would be great.

5 | TERMS & CONDITIONS SUMMARY

Full details of the terms and conditions for this role can be found in your Statement of Terms and Conditions. In return for undertaking the above role, ateb will provide

Term/Condition	Detail	Additional comments
Base Salary	£TBA	Per annum paid on the 28th of the month or the previous Friday if the 28th falls on a B/H, Sat or Sun.
Salary band	TBC	Please refer to reward@ateb for full details.
Car user	Casual user	If you do travel off site for meetings you will need to have a car available for business use, mileage will be reimbursed at HMRC standard rate.
Professional Subscription	Yes	The Group will pay for one professional subscription fee per annum.
Simply Health Scheme	Basic Level Contributions	The Group offers a contributory health plan Simply Health, you can increase your cover to suit your needs.
Hours per week	37 Hours	A flexible working system is in operation depending on your particular role and service outcomes.
Annual Leave	30 days basic(pro rata)	Plus 3 additional days(pro rata) the timing of which is at the discretion of the Group.
Place of work	ateb offices Haverfordwest	A flexible working system is in operation in accordance with our Leading Principle and depending on your particular role and service outcomes you may be required to work in our offices/ premises, sites, at home or other suitable locations across Pembrokeshire/Ceredigion/Carmarthenshire, but your usual place of work will be ateb offices.
Learning & Development	Yes	We support our team to develop their learning
Wellbeing	Yes	A programme of team wellbeing activities.
Pension	SHPS DC	Auto enrolment arrangements are in place. Defined Contribution Scheme contributions from an employee will be matched up to an agreed limit set by Board.
DBS	/No	This role is not subject to a criminal records check.

6 | WE AGREE THE ABOVE REPRESENTS MY ROLE WITHIN ATEB

Parties	Signature	Date
Chief Executive		

The small print:

@ Recruitment: We will seek evidence/examples through the application, interview and/or assessment centre process that you have the required skills, experiences, characteristics and attributes to succeed in this role. You will demonstrate this through a range of approaches e.g. qualifications, examples of experience, psychometric testing, evidence of training etc.

@ Induction: We will establish the key areas of support and/or any learning & development you will need to get you up and running

@ 1 to 1 reviews: We will discuss how you feel you are doing in delivering and developing your role and identify what improvements you want to achieve and what support you may need.

@ Please refer to the accompanying contract and our Vision and related documents for more details regarding this role profile and your responsibilities within the ateb group – ateb, MBH and WWCR