



THE DONKEY SANCTUARY

WORKING WORLDWIDE

LEARNING AND DEVELOPMENT SPECIALIST

The Donkey Sanctuary
Sidmouth
Devon
EX10 0NU
England
00 44 (0) 1395 578222



PRINCESS ROYAL
TRAINING AWARD
2018



Employment Package

Contract

This is a full-time, permanent contract, working 35 hours per week, Monday – Friday, 08.30 – 16.30.

This is a multi-site, 7-day operation and therefore there may be some requirement to work flexibly to meet the needs of the Charity.

Salary

The salary range for this role is between £31,825 and £33,500 per annum, depending upon relevant qualifications, skills and experience.

Holiday

31 days holiday per year, inclusive of the 8 statutory public holidays. This increases by one day each year until a maximum of 34 days (pro rata for part time employees) is reached.

Probationary Period and Review

Your probationary period will be 6 months. During this period, should either you or the Charity wish to terminate your employment, your notice period shall be 1 week. After 6 months of employment the notice period is 3 months.

Performance Reviews

Employees have the opportunity of a probationary review meeting with their Manager at the end of their probationary period.

Pension Scheme

The Charity values its employees and believes that pension contributions are an important part of the benefit package offered. The Donkey Sanctuary exceeds the government recommended rate amounts as shown in the table below:

Band	Employer Contribution	Employee Contribution
1 - 9	5.5% of annual salary	2.5% minimum
10 - 17	7.5% of annual salary	3.5% minimum
Executives	10.5% of annual salary	4.5% minimum

The scheme is administered following government set auto enrolment rules. New members of staff will receive an information sheet from Human Resources as part of their starter pack which explains the scheme and the postponement rules. A mandatory postponement letter will be generated by payroll and distributed with your first month's payslip, this will also provide details on eligibility and early opt-in instructions. After three months of employment you will be assessed, following current government auto enrolment criteria, and, if eligible, will be auto-enrolled into The Donkey Sanctuary Group Personal pension scheme.

Closing Date for applications: 12.30pm on Wednesday 6th February 2019

Job Description

Learning & Development Specialist

Band 11

Responsible to: Head of Learning & Development

Our Vision and Mission

The Donkey Sanctuary is working for a world where donkeys and mules live free from suffering, and their contribution to humanity is fully valued. We will achieve this by transforming the quality of life for donkeys, mules and people worldwide through greater understanding, collaboration and support, and by promoting lasting, mutually life-enhancing relationships.

Overall Purpose

To provide high quality learning interventions to develop our talent through the delivery of a suite of support activities including, Performance Coaching, Leadership and Change activity that aligns to the overall strategy. The L&D Specialist will build effective relationships with people managers across the charity and is seen as a respected and effective business partner. In developing the skills of our staff and volunteers the L&D Specialist will reflect the organisational values and promote the approach that encompasses Ambition, Reflectiveness, Empowerment and Responsiveness.

Main Duties and Responsibilities

- Provide input into, and implement the Learning and Development strategy of the organisation.
- Research, develop and deliver a range of high quality, targeted flexible learning solutions to reflect the employee lifecycle requirements and meet the strategic needs of charity.
- Research develop and deliver specific Management / Leadership Programme modules as identified through the strategic plan and performance review process
- Identifying external subject matter experts who can support the L&D team in the delivery of the strategic objectives. Working in conjunction with Procurement team to contract for external providers.
- Support the implementation of the talent management and development activities.
- To identify our high potential staff by Facilitating Skills and Talent rating sessions with Managers
- To support performance coaching as a key leadership skill across the organisation
- Supporting the development of people managers to effectively performance manage their staff and volunteers
- Researching background and design the content that supports the implementation of learning paths.
- Providing data to identify the impact and ROI of L&D interventions
- Coach and support the embedding of Strengths Profiling across the charity
- Build external networks that can benefit the development of charity staff.
- Providing support for the development of the LMS by expanding available content using a range of media and specialist providers.
- Develop E-Learning and a range of blended training materials.
- Contribute to and support the Apprenticeship Programme as required.
- Maintain current awareness of learning and development approaches, techniques and technology.
- Support Head of Learning & Development in development and delivery of Learning paths
- Work with the Head of Learning & Development to develop annual training plans
- To carry out any other reasonable duty as may be required.

Responsibilities of all Donkey Sanctuary Employees

- Act as an effective Ambassador for the Charity, demonstrating behaviour which supports the Charity's strategy and values and work in a way which promotes the standards described in the Competency & Standards Framework;
- To work within the Charities' guidelines with regard to conduct, recognising its policies with regard to equality, and showing respect and co-operation towards fellow colleagues;
- Under Health & Safety legislation, all staff must work in the safest possible way in order to ensure their Health & Safety and that of all others who may be affected by their actions;
- Demonstrate a commitment to continuing personal development;
- To co-operate with management and colleagues to promote good communications through sharing appropriate information and building positive working relationships.

Hours

35 hours per week. This is a multi-site 7-day operation and there may be some requirement to work flexibly to meet the needs of the charity.

Location

Based at The Donkey Sanctuary, Sidmouth. There may be occasions when the post holder may be requested to work at another location considered reasonable by the Charity.

Note: To reflect any changes within the Charity during the next few years, the scope of this role will be regularly reviewed and may evolve to meet those needs. Any changes will be agreed in advance with the post holder and confirmed in writing.

Person Specification

Essential

- Significant experience in supporting organisational change and development programmes and projects.
- An experienced coach with, or studying towards, a relevant qualification – ILM level 5 Coaching & Mentoring
- Experience in delivering performance coaching to operational managers/teams
- Proven success in building effective relationships and partnerships with key influencers across the organisation
- A passion for developing people, working from a Strengths perspective
- Demonstrable previous experience of managing and coordinating projects from concept to delivery
- Experienced in the application of learning styles, methodologies and practices.
- Evidence of a strong background in developing individual and team outcomes by using a facilitative style/approach
- Excellent written and oral communication skills, with the ability to present clear, well-structured reports and briefs in English
- Skilled in flexing communication styles to different situations/individuals needs
- At least 3 years of previous experience of managing and coordinating projects from concept to delivery
- The necessary skills and experience to develop E Learning material that supports organisational change and staff development
- Evidence of delivering learning & development projects on time and within budget
- Demonstrable experience in relevant IT skills including Office applications
- General Knowledge of Apprenticeship criteria, process and scope
- Fluent in English
- Full valid driving licence.

Desirable

- Educated to Degree level
- Postgraduate qualification in HRM, business or a related relevant subject area.
- Evidence of continuing commitment to self-development;
- Appropriate CIPD membership/experience as HR or training professional
- Experience of working in NGO/Animal rights organisation.
- Previous experience as an operational manager
- French/Spanish language skills or another language of a country we operate in.

Personal Attributes

- Recognises the importance of customer service and strives to deliver high standards
- Able to demonstrate tact and diplomacy in dealing with sensitive and confidential matters;
- Maintains performance, professionalism and composure when under pressure;
- Ability to work as part of a team;
- Self-motivated with a flexible attitude;
- A friendly and approachable personality;
- Able to demonstrate the ability to establish, build and maintain successful relationships with staff and supporters;
- Proactive in anticipating the development needs of the charity and provides input into the Learning and Development planning process.
- Able to present a positive professional image of The Donkey Sanctuary at all times.