

JOB DESCRIPTION

JOB DETAILS	
Job Title	Learning and Development Facilitator
Reports to	Workforce and People Senior Manager
Band	6
Department/Directorate	Research & Development
Base	Contractual base can be either Truro, Plymouth, Exeter or Taunton, with regular travel to local and regional offices required

JOB PURPOSE
<p>The Learning and Development Facilitator will have responsibility for the design, development and delivery of training and workforce development programme delivery as part of the NIHR Regional Research Delivery Network (RRDN) Workforce Development function. This role will implement shared national processes for commissioning, designing, delivering and evaluating learning and work with the Workforce and People Senior Manager to understand regional workforce needs and design and deliver solutions. This role will act as a source of advice and guidance regarding research related training and support regional facilitators to develop in their roles to ensure the sustained delivery of high quality training. The postholder will demonstrate a thorough understanding of the complex research process, be an effective facilitator and have highly developed communication and interpersonal skills.</p> <p>Key working relationships for this role include the Workforce and People Senior Manager, who will oversee and manage key programmes of activity within the Workforce Development function. The role will also work closely with other NIHR Research Delivery Network (RDN) Learning and Development Facilitators, RRDN staff including the Agile Research Delivery Team, the Workforce and Organisational Development Directorate (RDN Coordinating Centre), and health and care partners in the planning, development, delivery and evaluation of high-quality, effective learning and development. In addition, the role will work closely with the Clinical Educator to support the delivery of essential research skills training for Agile Research Delivery Teams. The postholder will also be responsible for acting as the subject matter expert, where appropriate for informing high-quality, needs driven learning designed by the Digital Learning Designer. Where appropriate subject matter expertise does not exist within the Workforce Development function, this role will be responsible for identifying and ensuring the support of such expertise.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<p>STRATEGIC LEADERSHIP</p> <ul style="list-style-type: none"> Under the leadership of the Workforce and People Senior Manager, contribute to the regional delivery of the RDN Workforce strategy to support the strategic, system-wide development of the research delivery workforce across a broad range of roles, specialties and settings Support regional training facilitators, demonstrating leadership in training delivery/facilitation skills and acting as a role model. This will involve mentoring newer facilitators, as well as evaluating performance and delivering constructive feedback Act as an ambassador for the RDN and wider NIHR <p>BUSINESS PLANNING</p> <ul style="list-style-type: none"> Support annual planning and reporting activities with the provision of workforce and learning data and expertise Propose and inform key innovative opportunities for increasing research delivery workforce capacity and capability across the RDN

CONTINUOUS IMPROVEMENT

- Lead and contribute to a culture of continuous improvement (CI) across the network in support of utilising shared CI methodologies to facilitate a learning organisation that meets measures of organisational maturity
- Promote the RDN as a learning organisation that uses the knowledge and skills of all members to improve performance and generate helpful and shared outputs and contribute to service improvement programmes
- Support the engagement from providers of NHS services, research participants and staff involved in portfolio research and relevant stakeholders in consultations about way to improve the RDN service
- Ensure national systems and processes for the evaluation of all programmes of learning and development are adhered to, escalating and then managing within agreed processes where performance falls short of expected standards
- Seek innovative ways of embedding digital enablement as a key workforce development strategy throughout the RRDN

CORPORATE GOVERNANCE

- Support corporate governance through the provision of data to inform regular and ad hoc reports to the RDN Board and leadership team

KEY RESULT AREAS

- Autonomously deliver key elements of the Workforce Development function with specific responsibility for programmes of learning and development and the creation of a highly effective, boundary-spanning facilitator community
- Make immediate decisions regarding complex research issues whilst providing high quality education and training
- Escalate and report arrangements for exceptional circumstances where a standardised approach is not workable, to minimise the impact on learner experience and course aims

SPECIALIST RESPONSIBILITIES

- Coordinate expert advice and guidance on research governance requirements and related regulations to guide safe and appropriate training development and delivery

KEY WORKING RELATIONSHIPS

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis

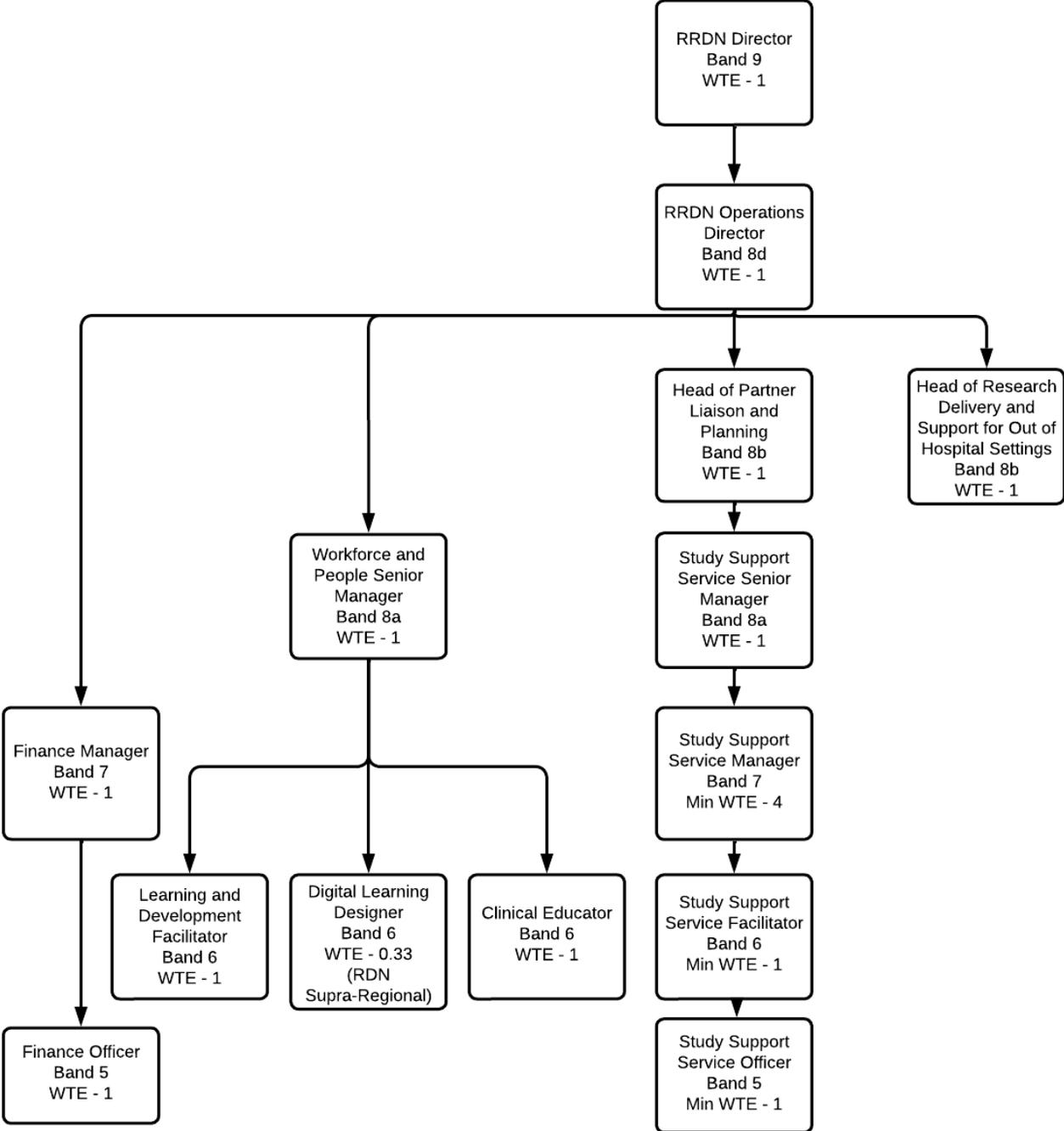
In addition, the post holder will deal with the wider healthcare community, external organisations and the public.

This will include verbal, written and electronic media.

Of particular importance are working relationships with:

- Directors in the RRDN
- Workforce and People Senior Manager
- Digital Learning Designer
- Clinical Educator
- RDN Learning and Development Facilitators
- RDN Workforce Development Teams
- RDN Agile Research Delivery Teams
- Workforce and Organisational Development Directorate (RDNCC)
- RRDN research Delivery Organisations (organisations delivering RDN portfolio research)

ORGANISATIONAL CHART



FREEDOM TO ACT

- The post holder will work autonomously within general policies and procedures guided by national policy and regulations and the Trust's own policies in relation to ensuring the delivery of the RRDN.
- The post holder will ensure national policy is reflected in the RRDN business processes.
- Through values and behaviours, embed a consistent approach to engagement, Research Inclusion and PPIE throughout RDN functions and services

ROLE OF THE NIHR RESEARCH DELIVERY NETWORK

From October 2024, the current NIHR Clinical Research Network will be changing to become the NIHR Research Delivery Network (RDN). The RDN will build on the successes of the CRN in supporting the effective and efficient initiation and delivery of funded research across the health and care system in England for the benefit of patients, the health and care system and the economy. The RDN will support:

- Clinical trials and other well-designed health and social care research studies (including studies that are delivered outside of an NHS setting);
- Public health studies that require the recruitment of individuals within an NHS setting (that is, acute, ambulance, mental health, community or primary care) or an episode of care which involves contact with the NHS.

The RDN is a new organisation with new structures, governance and ways of working. Study delivery in England will be supported through 12 NIHR Regional Research Delivery Networks (RRDNs). These will work with the national Coordinating Centre (RDNCC) and the Department of Health and Care to provide a joint RDN leadership function via the RDN Board, so that the NIHR RDN as a whole, functions as a single, transparent organisation with a shared vision and purpose. Royal Devon University Healthcare NHS Foundation Trust will be the Host Organisation for the South West Peninsula (SWP) RRDN region. The NIHR RRDNs will have three key roles which it will fulfil via new models of service delivery and functions, to:

- provide support to research sites to enable the effective and efficient initiation and delivery of funded research across the health and care system in England;
- enable the strategic development of new and more effective research delivery capability and capacity. This will include bringing research to under-served regions and communities with major health and care needs;
- work jointly with the Coordinating Centre in the strategic oversight of the NIHR RDN. This will ensure that the Portfolio is maintained as a cohort of high-quality, fully-funded, viable and deliverable studies. It will also ensure that the NIHR RDN as a whole serves the research delivery needs of investigators and R&D teams and is responsive to the changing domestic and global environment for health and care, life sciences and health research.

The NIHR RRDNs will need to develop excellent relationships with the organisations commissioning and providing health and social care across their regions, which are mapped onto NHS regions and Integrated Care Systems. They will help support research undertaken by those providers and at sites across the region, and promote research meeting the needs of local populations. NIHR RRDNs will work together with an RDN Coordinating Centre to support health and care research delivery for the benefit of patients, the health and care system and the economy as a whole.

COMMUNICATION & STAKEHOLDER MANAGEMENT SKILLS

- Maintain strong and effective working relationships with the relevant stakeholders and partners e.g. HEIs and local education providers, NHSE, Clinical Trials Units, RSSs, Trust and regional R&D Directorates, commissioning bodies, patients, carers and the public and other relevant groups/individuals
- Work closely with staff and stakeholders, both within and outside the RRDN Host Organisation, to ensure a high-quality workforce development function that meets the needs of its customers. This will include working with learning and development teams, subject matter experts (i.e researchers, health and care providers, life sciences, etc), and liaison with external providers where appropriate

- Act as the main point of contact for all queries regarding the regional workforce development learning programme
- Translate highly complex and technical information into easily understandable language for a range of audiences with differing levels of experience
- Collaborate with NIHR infrastructure colleagues regionally and nationally to support a 'One NIHR' approach to workforce development
- Work closely with regional and national communications teams to ensure learning and development opportunities are shared across a range of industry relevant channels to engage new and existing groups

OPERATIONAL MANAGEMENT SKILLS

- Facilitate the development and delivery of network wide programmes of high quality, innovative and impactful adult learning to meet the national standards required for research delivery
- Work with the Workforce and People Senior Manager to understand regional workforce needs and contribute to the design and delivery of solutions
- Work with a regional NIHR Good Clinical Practice (GCP) lead to plan, deliver and evaluate an effective regional GCP programme that meets the needs of partners and stakeholders
- Assist in the delivery of local induction programmes for all RRDN staff
- Provide highly specialist advice on all aspects of the research process in particular interpreting legislative and regulatory requirements and providing guidance to researchers on fulfilling their obligations
- Contribute to and implement regional policies and SOPs by interpreting national directives and guidelines for local implementation. To work with local partners to support the implementation of these where necessary
- Provide direction to the administrator to utilise their strengths and attributes to maximum effect to achieve objectives, ensuring they meet expected levels of performance and receive appropriate support and development
- Seek advice from colleagues when knowledge required falls outside of own boundaries

SERVICE IMPROVEMENT & DEVELOPMENT

- Actively contribute to the development and delivery of national projects and initiatives to drive national and regional impact
- Lead and deliver programmes of work identified as crucial to the development of research leadership that enables a positive One RDN culture and behaviours
- Understand regional and national research delivery learning and development needs and partner in the development of high-quality learning that is inclusive and meets the needs of a diverse workforce. Work as a collegiate partner with colleagues across the Network to ensure consistency of the development opportunities provided to staff, customers and stakeholders
- Under the guidance of the Workforce and People Senior Manager, ensure all learning and development opportunities are designed with equality of access, diversity of input and are delivered in a range of formats that promotes inclusivity
- Make effective use of the tools available through the NIHR IT infrastructure, implement, promote and maintain approaches to informal learning that are cost effective and reflect the needs of learners and organisational systems and priorities

ENSURING PATIENT, CARER AND PUBLIC INFORM AND INFLUENCE DELIVERY OF RDN STRATEGY

- Demonstrate understanding of the regional participant, carer and public impact on the research landscape
- Through the provision of high quality learning, development and inclusion programmes and initiatives, enable the efficient and effective delivery of RDN services and functions, resulting in a positive impact on patients, carers and the public

FINANCIAL MANAGEMENT RESOURCES

- Contribute to the development of business cases/options papers for the RRDN leadership team to inform decisions regarding workforce and organisational development
- Contribute to the effective management of any financial resources allocated for the successful development and delivery of high quality, cost effective learning and development as well as regional and national meetings or events to ensure value for money
- Assist in the procurement of necessary hardware and software required for the design, development and delivery of learning and development, including annual subscriptions and licensing

PERFORMANCE MANAGEMENT

- Create a regional training facilitator community of practice to develop and maintain essential cross-boundary working relationships which are essential to the safe delivery of a high-quality portfolio of research training.
- Support the delivery of a quality assurance and improvement programme for learning and development programmes, including measuring activities against quality standards through the collection, analysis and reporting of appropriate data, including recommendations for change across multiple services or sites
- Identify and coordinate appropriate service improvement projects in response to performance in quality assurance metrics, particularly feedback from attendees

INFORMATION & ADMINISTRATION RESOURCES

- Support the accurate collection of workforce data as part of a shared, national system and process for gathering robust research delivery workforce intelligence to inform the strategic development of regional workforce planning activities with partners
- Provide day to day management and coordination of regional and, where appropriate, national programmes of learning and development including design, delivery and evaluation
- Advise on the use of and implement Information and Learning Technology to support learning, teaching and assessment across the network and to align with the digital enablement strategy
- Oversee the administration of regional and national training systems and processes with support from administration colleagues

LIFE SCIENCES INDUSTRY

- Support, where appropriate, collaboration with the Life Sciences industry in the development of the research delivery workforce within new sites and increasing capacity and capability to deliver a range of studies
- Champion the UK Life Science Industry and the importance of industry to NIHR, NHS and social care within learning and development activities for RDN staff and stakeholders

PHYSICAL SKILLS

- Keyboard skills, use of IT equipment, including equipment used for delivering presentations.

PHYSICAL EFFORT

- Light to medium physical effort for short periods.
- Use of computer continuously for prolonged periods on most days, i.e. frequent requirement to work in a restricted position.
- Travel across the RRDN geography and nationwide

MENTAL EFFORT

- Frequent concentration; work pattern unpredictable.
- Concentration required for investigating problems, analysis of data and policies.
- Interruptions requiring immediate response.
- Ability to deliver complex learning and development via a range of mediums with the ability to think on your feet

EMOTIONAL EFFORT

- Operate with emotional intelligence and with the ability to manage challenging behaviour at times

WORKING CONDITIONS

- Exposure to unpleasant conditions is rare.
- Frequent travel to meetings and training both regionally and nationally

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DES) if appropriate to role.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

PERSON SPECIFICATION

Job Title	Learning & Development Facilitator
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING Postgraduate qualification (eg. Postgraduate Diploma) or equivalent relevant experience Evidence of ongoing, relevant Continuous Professional Development (CPD) Recognised teaching qualification Specialist health and care research training	E E	D D
KNOWLEDGE/SKILLS Knowledge of research governance and related regulations Ability to present complex information in a way that is meaningful and understandable to a range of audiences High level of communication and interpersonal skills Excellent organisational and planning skills High Level of IT competence including word processing, Google Workspace applications, MS Office applications, Access and presentation packages Effective presentation skills	E E E E E	
EXPERIENCE Experience of working in a research environment (NHS, University, Industry) Experience of designing, delivering and evaluating effective learning interventions Experience of using virtual meeting and learning platforms such as Moodle, Zoom, MS Teams and Google Meet Experience in developing and maintaining successful working relationships in a multidisciplinary environment	E E E E	
PERSONAL ATTRIBUTES Enthusiastic and highly motivated Respectful of others Professional manner Resilient and calm under pressure Team player Commitment to learning and a growth mindset	E E E E E E	
OTHER REQUIREMENTS Ability to work under pressure balancing conflicting workloads Ability to work independently with initiative and maintain confidentiality Ability to work collaboratively across organisations and geographically dispersed teams	E E E	

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	Y		X		
Driving	Y			X	
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y			X	
Mental Effort	Y				X
Emotional Effort	Y		X		
Working in isolation	Y	X			
Challenging behaviour	Y		X		