

**Maidstone and Tunbridge Wells NHS Trust
Job Description**

Job title: Leadership Development Facilitator

Band: 6

Directorate: People & Organisational Development

Site: Cross site; Maidstone and Tunbridge Wells Hospital

Hours: 37.5

Reports to: Head of Leadership Development

Accountable to: Deputy Chief People Officer – Organisational Development

1. Job Summary

Responsible for the planning, design and delivery of a range of leadership and management staff training programmes as identified by the Trust and aligned to the NHS People Promise including the MTW Exceptional Leaders for All programmes. These programmes are designed in collaboration with wider development programmes, both internally and externally, to support staff with their personal development and career planning. This role will be required to explore the Trust needs and analyse collected insights to inform the design of interventions and deliver regular facilitation on Leadership Development programmes as well as supporting shorter development sessions as required.

This role will work cross sites as well as training venues in the Maidstone and Tunbridge Wells area as well as the opportunity to work from home as appropriate.

2. Key Relationships

- Internal Contacts:
Executive and Non-Executive Members of the Trust Board and their PA's, Senior Management across managed networks and other Divisions and key members of Executive Director's team, OD team, L&D team and the wider People & OD team, staff networks, clinical and non-clinical staffing groups.
- External Contacts:
Integrated Care Systems (ICS), Integrated Care Boards (ICBs), NHS Improvement (NHSI), NHS England (NHSE), training providers, OD consultants other National or Region forums plus other partner organisations and members of the public

3. Duties and Responsibilities

Training and facilitation

- To understand the Trust and its operations so that activities are designed in that context.
- Delivery of the MTW Exceptional Leaders for All programmes
- To work closely with Organisational Development (OD) Consultants, service managers and HRBPs to ensure provision meets the needs of the service.
- To support Leadership Development and OD projects and initiatives – for example the drive to improve the quality of manager conversations, embedding a coaching culture, career pathway conversations, and others.
- To design and implement training programmes and events which support Trust priorities and objectives linked with leadership development activities.
- Ensure the continuous improvement and innovation of programmes
- To contribute to the design of and to facilitate organisational events, e.g. Leadership Masterclasses, conferences and events.
- To develop and maintain accurate lesson plans and supporting materials and to ensure these are accessible to others in the team for the purposes of continuity of service.
- To understand and apply the principles of training design and delivery to a high standard.
- To research a wide range of topics in the course of training design and delivery in order to develop 'best practice' guidance.
- To explore and recommend innovative methods of facilitation, training delivery and personal development so as to ensure best use of resources and effective learning.
- To ensure all training materials are based on best practice, latest research, Department of Health directives and Trust objectives.
- To conduct robust evaluation of training at individual, team and organisational level with the purpose of demonstrating and continuously improving the effectiveness of our training – using and presenting data effectively.
- To ensure that all training is conducted within the Trust's governance framework and in line with NHSLA, CQC Standards and the Trust's strategy and business objectives.
- To utilise and maintain the Trust's learning management system to print and record registers, etc, keeping an accurate record of all activities delivered.
- To develop and create innovative and engaging content to support the ongoing leadership development of staff at all levels across the organisation
- Identify gaps in training needs and work collaboratively to develop interventions to address these.
- To carry out any reasonable duties as required by the Leadership Development team.

COMMUNICATION:

- To communicate effectively with a wide range of internal and external individuals and stakeholders to understand, advise individuals or facilitate a training session.
- To be a confident and engaging communicator with delegates and individuals through clear presentation, interaction and facilitation.
- To demonstrate enhanced presentation and facilitation skills in a variety of environments and with a wide variety of audiences.
- To use coaching and listening skills with individuals and teams, e.g. when supporting staff with career development or when supporting team development.
- To work collaboratively with a range of stakeholders to ensure service complements and supports related activities.
- Exercise confidentiality; be sympathetic and sensitive to the requirements of staff when communicating, including dealing with a difficult situation e.g. verbally aggressive or demanding behaviour.
- Key relationships: Trust Directors and Senior Managers; Trust staff; People & OD; other support services across the Trust.
- To produce reports detailing deliverables and including data analysis (and use of formulae) for audiences such as Executive, People and Organisational Development Committee and others.

PLANNING:

- To demonstrate strong planning and administration skills ensuring targets and timelines are met.
- To manage own time and scheduled in order to be able to deliver multiple training sessions as required
- Plan complex programmes of training, e.g. where there are several modules deliverable in a short period.
- Plan, prioritise and reschedule own workload on a daily basis to meet the needs of the service and achieve set timescales.
- Actively participate in regular team meetings and supervision to contribute to the development of the team and service.
- Expected to work on own initiative, managing own workload effectively and taking corrective actions where necessary
- To maintain own competence through regular Continuous Professional Development and supervision.
- Support the planning, use and management of the Culture and Leadership budget to ensure funds are utilised effectively, ensuring high return on investment outcomes

JUDGEMENT:

- To deal with or highlight any issues with regard to delegate conduct, non-attendance, etc. and to manage in line with Trust policy as well as provide signposting to support services for staff.

- To gather insights and data including complex data to analyse/ interpret to inform options for training design and delivery
- Use own judgement to ensure the deliverables are aligned to team and Trust expectations and values.
- Ability to take prompt and appropriate action to deal with complex enquiries, investigating a variety of issues and proposing solutions, referring onto senior management where necessary.
- To ensure training venues and environment is conducive to effective learning
- To introduce or maintain procedures or systems that contribute to the efficient running of the Leadership Development service

Responsibility for policy/ service development – The individual is required to ensure that they comply with Trust Policies and Procedures.

Physical effort – A combination of sitting, standing and or moving about the Trust sites/ training venues. There will also be a requirement to safely transport equipment and training materials between sites/ venues for different training sessions.

Mental and emotional effort – There is a frequent requirement for concentration such as full day facilitation as well as some unpredictable work patterns – e.g., short notice deadlines, report writing, training design, coaching, organisational development support, delivering whole day training sessions.

Working conditions - Requirement to use a VDU. Exposure to confidential topics/ conversations/ correspondence regarding incidents which have taken place within the organisation. Dealing with the pressures of conflicting deadlines and short notice requests as well as working across different sites or venues.

Terms and Conclusions

The post holder is required to follow Trust policies and procedures which are regularly updated including:

Confidentiality / Data Protection / Freedom of Information

Post holders must maintain the confidentiality of information about patients, staff and other health service business in accordance with the Data Protection Act of 1998. Post holders must not, without prior permission, disclose any information regarding patients or staff. If any member of staff has communicated any such information to an unauthorised person those staff will be liable to dismissal. Moreover, the Data Protection Act 1998 also renders an individual liable for prosecution in the event of unauthorised disclosure of information. Following the Freedom of Information Act (FOI) 2005, post holders must apply the Trust's FOI procedure if they receive a written request for information.

Equal Opportunities

Post holders must at all times fulfil their responsibilities with regard to the Trust's Equal Opportunities Policy and equality laws.

Health and Safety

All post holders have a responsibility, under the Health and Safety at Work Act (1974) and subsequently published regulations, to ensure that the Trust's health and safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees.

Infection Control and Hospital-Acquired Infection

Infection Control is everyone's responsibility. All staff, both clinical and non clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of Healthcare Associated Infections including MRSA. In particular all staff have the following key responsibilities:

- Staff must wash their hands or use alcohol handrub on entry to or exit from all clinical areas and between each patient contact.
- Staff members have a duty to attend infection control training provided for them by the Trust.
- Staff members who develop an infection that may be transmissible to patients have a duty to contact Occupational Health.

Risk Management

All post holders have a responsibility to report risks such as clinical and non-clinical accidents or incidents promptly. They are expected to be familiar with the Trust's use of risk assessments to predict and control risk, as well as the incident reporting system for learning from mistakes and near misses in order to improve services. Post holders must also attend training identified by their manager, or stated by the Trust to be mandatory.

Safeguarding Children and Vulnerable Adults

Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role.

Smoking Policy

It is the Trust's policy to promote health. Smoking, therefore, is actively discouraged. It is illegal within Trust buildings, vehicles and on Trust sites.

Review of this Job Description

This job description is intended as an outline of the general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder.

Job description agreement:

Signature of post holder: _____ Date: _____

Name: _____

Signature of manager: _____ Date: _____

Name: _____

Statement:

- 1 This job description is a broad reflection of the current duties. It is not necessarily exhaustive and changes will be made at the discretion of the manager in conjunction with the post holder.
- 2 Time scales for achievement and standards of performance relating to the duties and responsibilities identified in this job description will be agreed via the annual appraisal process with the post holder.
- 3 As an employee of Maidstone & Tunbridge Wells NHS Trust, the post holder will have access to confidential information. Under no circumstances should this be disclosed to an unauthorised person within or outside the Trust. The post holder must ensure compliance with the requirements of the Data Protection Acts.
- 4 As an employee of the Trust, the post holder will be required to adhere to all Trust policies including Equal Opportunities where all employees are expected to accept individual responsibility for the practical implications of these policies.
- 5 The post holder is required to take reasonable care for the health and safety of themselves and others that may be affected by what they do while at work.
- 6 This post may require the post holder to travel across the Trust sites in the course of fulfilment of their duties.
- 7 The Maidstone & Tunbridge Wells NHS Trust has a no smoking policy.
- 8 Clinical Governance: You will be expected to take part in the processes for monitoring and improving the quality of care provided to patients. This includes risk management and clinical audit. If you engage in clinical research you must follow Trust protocols and ensure that the research has had ethical approval. You will be expected to ensure that patients receive the information they need and are treated with dignity and respect for their privacy.
- 9 All staff should be aware of their responsibilities and role in relation to the Trust's Major Incident Plan.
- 10 INFECTION CONTROL AND HAND HYGIENE - All Trust employees are required to be familiar with, and comply with, Trust policies for infection control and hand hygiene in order to reduce the spread of healthcare-associated infections. For clinical staff with direct patient contact, this will include compliance with Trust clinical procedures and protocols, including uniform and dress code, the use of personal protective equipment policy, safe procedures for using aseptic techniques, and safe disposal of sharps. All staff are required to attend mandatory training in Infection Control and be compliant with all measures known to be effective in reducing healthcare-associated infections.

- 11 All staff are required to fully participate in learning and development opportunities and ensure they remain compliant with statutory and mandatory training requirements throughout their employment with the Trust.
- 12 All staff are required to fully comply with the NHS Code of Conduct.
- 13 **SAFEGUARDING CHILDREN** - Everyone employed by the Trust regardless of the work they do has a statutory duty to safeguard and promote the welfare of children. When children and/or their carers use our services it is essential that all child protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow the child protection procedures and the Trust's supplementary child protection guidance which is accessed electronically on the Trust's Intranet site. You have a responsibility to support appropriate investigations either internally or externally. To ensure you are equipped to carry out your duties effectively, you must also attend child protection training and updates at the competency level appropriate to the work you do and in accordance with the Trust's child protection training guidance.
- 14 **SAFEGUARDING ADULTS** - Everyone employed by the Trust regardless of the work they do has a duty to safeguard and promote the welfare of vulnerable adults. When patients and/or their carers use our services it is essential that all protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow Trust policies in relation to safeguarding vulnerable adults. You have a responsibility to support appropriate investigations either internally or externally. To ensure you are equipped to carry out your duties effectively, you must also attend vulnerable adult protection training and updates at the competency level appropriate to the work you do and in accordance with the Trust's vulnerable adult protection training guidance.
- 15 All staff are required to provide the highest levels of service in their work and to adopt the highest standards of behaviour as stated and implied in the Trust Values of PRIDE.

Maidstone and Tunbridge Wells NHS Trust

**Leadership Programmes Facilitator
Person Specification**

AREA	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> Degree level qualification or relevant experience Diploma/ post-graduate level qualification in adult education/ training or relevant experience in training/ adult education delivery field Continued personal and professional development 	<ul style="list-style-type: none"> Management qualification/ experience of managing others Coaching/ mentoring qualification and experience
Experience/ Knowledge	<ul style="list-style-type: none"> Experience in all aspects of the learning cycle: planning, design, delivery Experience of coaching/ advising managers / staff Confident in working with software to design training materials (Word, Excel, PowerPoint) Experience of adapting training to meet additional learning needs of the audience Experience of working within and supporting Organisational Development initiatives 	<ul style="list-style-type: none"> Working with extended IT program (Microsoft Publisher, Adobe, Font Page, pivot tables) Designed engaging training manuals/ workbooks and eLearning Use of technology to enhance learning Managed complex/ multiple training programmes
Knowledge & Skills	<ul style="list-style-type: none"> Advanced communication, facilitation, training and presentation skills Excellent organisational/ interpersonal skills Ability to work effectively under pressure Ability to establish credibility and good relationships with internal and external stakeholders including; managers, clinicians, AHP, staff and manage these relationships Ability to express complex issues both verbally in writing, adjusting to meet the needs of the audience to ensure understanding 	<ul style="list-style-type: none"> Knowledge of current leadership, coaching, development practices
Attributes	<ul style="list-style-type: none"> Works collaboratively with others, sharing information. Flexible and adaptable to change Motivator and engager of others 	

	<ul style="list-style-type: none"> • Leadership skills • Ability to confront and deal with poor standards of work or behaviour • Resilient • Confident, flexible and ability to work autonomously as part of t a wider team 	
Additional requirements	<ul style="list-style-type: none"> • Emotional effort; occasional exposure to distressing or emotional circumstances 	