



# Head of Learning and Development

Professional Services Department

## Role description

### What team do I work in? Professional Services Team

The Professional Services team are responsible for designing, developing, awarding and quality assuring all of CIWM Group's qualifications, education products and membership standards, ensuring we remain compliant with all regulatory requirements whilst offering a suite of products that meet the needs of stakeholders; including training providers, employers, learners and members. CIWM Group's professional services are created for the benefit of their learners and members; and seek to support the development of waste, cleaning, facilities services and parking professionals working across all sectors.

### Who do I report to? Professional Services Director

### Am I a budget holder? Yes

### Who are my key stakeholders/key relationships with both internally and externally?

You will have key internal relationships with members of the Operations, Commercial and Marketing teams, liaising to ensure that all aspects of promotion and fulfilment are considered and achieved in the development of new learning and development products.

Externally, your key stakeholders will include industry bodies such as Defra and the Environment Agencies, large and small employers, educational regulators and representative bodies, CIWM Qualifications Centres and CIWM suppliers, including content developers and subject matter experts.

Everyone is expected to conduct themselves in a professional manner with all internal colleagues, external stakeholders and members, to uphold the values of CIWM.

### What is the purpose of my role?

Support and deliver objectives of Professional Services working collaboratively with all other parts of the organisation as required. As the Head of Learning and Development, you will have a particular focus on building and maintaining partnerships with sector employers and CIWM suppliers to ensure the efficient and high-quality delivery of the CIWM's portfolio of learning and development products and services, as well as oversight of product development and professional service project delivery.

Every role has a part to play in delivering CIWM's strategic priorities and the objectives for the (insert name of team)

As part of the leadership and management team you are responsible for ensuring we provide a stimulating and supportive environment which gives people time to think and experiment, where all views, ideas and suggestions are of equal value and employees are empowered to 'have a go'.

You should ensure individual differences are respected and look to support everyone to succeed by providing the right resources, environment and timely feedback so people can flourish.



## What is my role responsible for?

As a Head of Department you are part of the management team, working with your peers, Directors and supporting your teams to enable the delivery of your departments priorities.

You are responsible for the daily leadership and management (including performance management) of the Qualifications Development Manager and Professional Services Project Manager workload to enable them to deliver their key functions, goals and deadlines in line with the CIWM Way. You are responsible for the development and coaching of teams, ensuring all members have development plans in place, leading to high performing and engaged teams.

You must take reasonable care of your own health, safety and wellbeing, and that of your colleagues, in accordance with the Health and Safety policy.

All communications, whether written, verbal, face to face or virtual should adhere to CIWMs communication guidelines.

Your role responsibilities also include:

- Budget responsibility for Professional Services expenditure.
- Collaborating internally with Commercial, Operations, Technical and Marketing departments to ensure products are integrated within the organisation and it's member and learner propositions.
- Promoting the activities of the Professional Services Team and wider CIWM agenda by liaising and engaging with sector employers and partners, communicating product and service information and identifying individual opportunities.
- Promoting the activities of the Professional Services Team internally and externally by attending meetings, taking part in webinars and events to share news and updates relating to learning and development products.
- Engaging with employers and training providers to navigate the skills funding landscape and identify opportunities for funded delivery of CIWM's qualifications and apprenticeships.
- Leading colleagues within the Professional Services Department by providing insight gained from established relationships with employers, partners, suppliers, stakeholders and government departments to inform the development of new products and services.
- Providing product development/project leadership for the work of the Qualifications Development Manager and Project Manager to enable the efficient and timely development of products and services.
- Co-ordinating customer feedback, identify trends and implement necessary improvements.
- Managing CIWM Learning and Development sub-contractors such as training tutors to ensure they understand employer and CIWM requirements, and deliver to appropriate standards.
- Deputising for the Professional Services Director at meetings and events where required.
- Working within the established regulatory frameworks applicable to Registered Charities, Awarding Organisations and End Point Assessment Organisations, and within the Constitution of CIWM as a Chartered Body.
- Providing advice and guidance for professional development of members and others.
- Identifying potential and actual Conflicts of Interest across CIWM professional services products and services and reporting them to the Professional Services Director.

## What skills or competencies are required to perform this role?

- Travel is anticipated on occasion, and so a full clean driving licence is essential.
- Knowledge of learning and development products and services, pedagogy and the adult skills funding landscape - essential.



- Ability to communicate clearly and assertively with a range of stakeholders, verbally and in both informal and formal written correspondence – essential.
- Ability to build strong working relationships internally and externally, gaining trust and credibility with sector professionals, technical consultants, education experts, and members – essential.
- Commercial acumen; the ability to identify opportunities for increased engagement and revenue across stakeholders, including Approved Centres, Members and Learners. – essential
- Attention to detail and exemplary record keeping including working to defined processes and conditions – essential.
- Effective time and project management skills; working to deadlines and taking personal responsibility for delivery of tasks, involving team members where necessary – essential.
- Ability to respond to change effectively including addition of new priorities in short timescales – essential.
- Ability to provide development and career advice to a variety of individuals and organisations – essential.
- Technical knowledge and skills in waste and resource management – desirable

You will have experience of

- Professional development practices – relating to learning/ development/ assessment/ membership standards within in Awarding Organisation, Professional Body or other education establishment.
- Identifying adult skills funding routes, navigating the skills funding rules and supporting employers to best utilise Apprenticeship Levy and other funding routes for education.
- Project management, relationship development, networking and stakeholder engagement.
- Public speaking, and both formal and informal communications with all levels across organisations internally and externally.
- Waste and resource management sector careers opportunities and operating environment – preferred.
- Working to strict timeframes and managing a busy workload effectively.
- Analysing data and information to identify trends and recommend actions for improvement or development.
- Working within a regulated environment, with experience of compliance with clear operating processes and conditions.
- Using email, internet, word-processing, MS Office and spread sheet packages, accurately.
- Experience of using CMS systems to log activities and contacts.

### How am I expected to behave at work?

Prioritise learners, members and Qualification Centres to support their success and seek to improve their customer experience. Work collaboratively and inclusively, internally and externally to share knowledge and good practice, and to provide solutions. Think proactively and innovate to develop services, policy and funding to add value. Act professionally internally and externally and encourage and support professional standards in the sector and deliver excellent customer service. Take responsibility for the health, safety and welfare of yourself and others, and actively participate in, and comply with, all policies and instructions. Undertake such other



roles or work as may be specified by the Senior Management Team. Undertake tasks, requests or directions as may be specified by your Line Manager. Co-operate, collaborate, share in and contribute to CIWM Group activities and endeavours.

## Our shared attitudes and behaviours



## What we expect from each other

### We will:

Support and trust each other, be approachable, keep an open mind to new ideas, listen, respect and value the views of others. Always aim to have a positive mindset and, where challenge is needed, we will do so respectfully and constructively. Be mindful and considerate of the pressures and deadlines we all face, offering support and checking in with each other. Have the belief that we can succeed by being solutions-focussed, and persevere even when the going gets tough. Look forward, not back, embrace feedback, act with honesty and integrity in everything we do and have fun!

### We won't:

Be judgemental or confrontational, or ignore others' views and ideas, even if they don't match our own. 'It's not my job' or 'we've always done it this way' are not in our vocabulary. Siloed working, negativity and blame have no place at CIWM.