

## Job Description

### People Development Solutions Adviser

<b>Salary:</b>	Grade 7
<b>Contract:</b>	Part time, fixed term
<b>Location:</b>	Canterbury Campus
<b>Responsible to:</b>	People Development Manager
<b>Job family:</b>	Administrative, professional and managerial

#### Job purpose

The People Development team provides a wide range of development interventions, learning and programmes, digital resources, and communication materials to support the growth and capability of staff across Kent. Leading the creation of tailored development solutions, working collaboratively with stakeholders to ensure they are relevant, impactful, and aligned with organisational goals.

This role focuses on creating high-quality development solutions through digital platforms, learning technologies, and innovative resources. The post holder will design and deliver bespoke initiatives, working closely with University stakeholders to understand their teams' development needs and provide informed, tailored recommendations to address them. The role also involves coordinating projects and collaborating with internal and external partners to ensure successful delivery within agreed-upon budgets and timelines.

#### Key accountabilities

The following are the main duties for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

##### Development Solutions

- Leads the design and strategic oversight of a portfolio of development solutions aligned to organisational priorities, workforce capability needs, and evolving institutional strategy, ensuring solutions are scalable, sustainable, and effective across complex organisational environments. Drives continuous improvement of development interventions, ensuring high-quality, accessible, and up-to-date learning assets within the Staff Training LMS. This includes creating and maintaining digital learning resources, such as e-learning modules, videos, toolkits, and other reusable learning assets.
- Supports wider Development & Inclusion and culture-change initiatives, contributing to the design of bespoke competency frameworks and capability-building tools that enhance skills and maximise potential.
- Contributes to the development and coordination of apprenticeship pathways, ensuring they align with organisational needs and complement the wider talent and development offer.
- Acts as a subject-matter advisor on digital, blended and emerging learning approaches, including AI-enabled and data-informed solutions, providing evidence-based recommendations to enhance learner experience, accessibility, and organisational impact. Supports the harmonisation and continuous improvement of development provision by embedding consistent standards, approaches and quality measures across programmes, platforms and delivery modes.

## **Project Work**

- Design and deliver a wide range of bespoke, deep-dive 360-degree learning content, using platforms, AI and software to ensure that learning assets and content are engaging.
- Apply structured project-management methodologies—including project initiation documents, treatment documents, and phased delivery plans—to prioritise and sequence the rollout of courses and programmes in line with organisational needs. Ensure dependencies are identified and managed, risks are mitigated, issues and progress are escalated appropriately, and all deliverables are completed on time and within budget.
- Build strong, collaborative relationships with key stakeholders, including Subject Matter Experts, to co-create accurate, relevant, and engaging content. Lead proof-of-concept and pilot testing to validate digital learning solutions before being released.
- Manage complex internal and external stakeholder relationships, working closely with content owners and SMEs to ensure all learning solutions meet project specifications, quality standards, and user-experience expectations.
- Review, evaluate, and continuously improve the offering, using data, learner feedback, and evaluation insights to ensure development solutions remain effective, relevant, and aligned with organisational needs.

## **Data, Evaluations and Reporting**

- Produce clear, comprehensive reports (e.g., management information, updates for Staff Committees), and collate, analyse and maintain statistical data to measure training outputs and outcomes. Evaluate and monitor the effectiveness of development interventions, assessing impact, apprenticeships, in the short, medium and long term to inform continuous improvement.
- Monitor statutory and mandatory training compliance, ensuring requirements are met and escalating any areas of non-compliance. Stay informed about relevant legislation and government initiatives related to learning and development (e.g., accessibility standards), and provide recommendations to ensure ongoing compliance and best practices.
- Conducts thorough analysis of learner feedback and evaluation data, developing targeted action plans to improve programme quality, learner experience and organisational outcomes.

## **Delivery and Facilitation**

- Deliver high-quality learning interventions both face-to-face and online, supporting the core T&OD plan and responding to organisational development needs.
- Facilitate learner-centred development sessions, creating an inclusive, engaging environment that encourages participation, reflection and practical application.
- Use a blend of digital tools, virtual platforms and in-person methods to maximise learner engagement, accessibility and impact across all interventions.

## **Digital Asset Maintenance**

- Provides strategic oversight and quality assurance of the LMS as a core institutional learning platform, ensuring governance, consistency, accessibility and continuous improvement of digital learning assets, and coordinating operational activity where required.

Responsibilities include:

- Creating, updating and maintaining e learning courses and programmes within LMS portfolios
- Managing the LMS homepage, course pages and user accounts

- Monitoring course completion data and maintaining accurate training records
  - Responding to user queries and providing timely system support
  - Maintaining and reviewing assets and development content, including key mandatory modules, clearing assets, Welcome to Kent Induction and the core programmes the team delivers.
- Support when needed with budget monitoring and forecasting, ensuring resources are used efficiently, value for money is achieved, and all activity complies with financial and procurement regulations.
  - Identify, design, develop and pilot new digital learning initiatives, using appropriate technologies, e.g., SCORM-compliant tools, to enhance the learning experience and respond to emerging organisational needs.

## Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

- Be responsible for own continuous professional development and for keeping up-to-date with best practice and technical knowledge and skills required to perform in the role including digital skills and use of social media.
- Offer proactive input in the formulation and development of Development & Inclusion/HR strategies, policies, procedures and plan.

## Internal & external relationships

**Internal:** Staff within the University at all levels, including Executive Group and the Vice Chancellor, Consultants, Occupational Health Advisers, Safety, Health and Environment Advisers, HR colleagues, Student Services, etc.

**External:** External training facilitators, other HE sector Development & Inclusion professionals, Consultants from other sectors.

## Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Regular use of Screen Display Equipment
- Ability to occasionally travel in a timely and efficient manner between campuses

## Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

### Essential Criteria:

- Previous proven experience of scoping, developing, and implementing development solutions (A,I)
- Proven professional experience of working in an L&D / People & Culture environment (A,I)
- Experience of working with Learning Management Systems and L&D software/digital platforms such as Moodle, O365, Articulate (A,I)
- Experience of creating digital assets with Digital Media software (A,I)
- Experience of communicating and working collaboratively with a diverse range of internal and external stakeholders (A,I)
- Experience and knowledge of training needs analysis with the ability to identify skill gaps and provide appropriate remedies through effective Talent Management (I)

- Demonstrable experience of delivering projects and managing budgets with a degree of commercial thinking (A,I)
- Highly developed written and oral communication skills (A,I)
- Experience of using a range of facilitation tools and techniques for the delivery of face-to-face training. (A,I)
- Demonstrable up to date knowledge of new innovative ideas, technologies and methods for learners' engagement. (I)
- A firm commitment to fostering a working and learning environment that is respectful, inclusive and values diversity, including diversity of thought, and which enables staff and students from a wide range of backgrounds to thrive (I)

**Desirable Criteria:**

- A relevant qualification in project management (A)
- Previous experience in an HR generalist role (A,I)
- Experience and knowledge of the HE environment and culture (A,I)

*Assessment stage: A - Application; I - Interview; T - Test/presentation at interview stage*