



THE ROYAL COLLEGE OF NURSING OF THE UNITED KINGDOM

JOB DESCRIPTION FORM

Job title: Member Experience and Journey Training Lead

Department: UK Case Management

Reports to: UK Programme Manager (Member Journey)

Key relationships:

- Member Experience and Journey Strategy Board
- Region and Country Employment Relations teams
- Member Journey departments
- People & OD department
- RCN Catering and Estates department
- External training facilitators

Hours: 35 hours per week
(Required to work flexibly to meet the requirements of the job. Travel within the UK with occasional overnight stays and extended days required to fulfil the duties of the post)

Grade: F

London weighting: As applicable

Location: HQ, Cardiff Gate or Bolton. Alternative locations may be available

JOB PURPOSE

The Member Experience and Journey Training Lead is responsible for leading on the training required by RCN Member Journey staff to deliver high quality member services.

The post holder will both design and deliver a programme of training to staff who are based across the UK. The training will cover both an induction for new staff and the provision of ongoing and refresher for existing staff. The training will

ensure that staff have the necessary skills and knowledge to be able to represent and advise members to a high standard.

The post holder will, where necessary, commission the external facilitation of training delivery in circumstances where this is viewed to be appropriate.

The post holder will support the delivery of Member Journey services to colleagues across the organisation working with the necessary reported data and member feedback to ensure training needs of individuals and teams across the UK are realised and addressed.

The post holder will design and deliver bespoke training for staff across the UK. This will take a variety of forms ensuring effectiveness and value for money.

The post holder will work with the UK Programme Manager (Member Journey) in the commissioning of new training, evaluation and delivery of existing training to achieve improvements in service standards and delivery of organisational priorities.

The post holder will have line management responsibilities for the Knowledge, Skills and Quality Coordinator post and ensure the ongoing delivery of high-quality training within the Advice Centre.

KEY RESPONSIBILITIES

1. Management responsibilities

- 1.1 Manage a project plan covering the life cycle of the work from the planning and construction of the necessary training through to delivering the training and creating a structure for future ongoing delivery.
- 1.2 Create systems for booking and monitoring attendance. Determine which training should be mandatory and monitor the attendance compliance with this.
- 1.3 Evaluate the success and effectiveness of the training and provide routine reports to MEJSB.
- 1.4 Manage the delivery roll out of training and in conjunction with the UK Programme Manager recommend any necessary outsourcing.
- 1.5 Create systems to maintain ongoing training provision both providing inductions for new starters and ongoing assessment for and required development for existing staff.
- 1.6 Provide line management of the Knowledge, Skills and Quality Coordinator post at RCN Direct maintaining oversight of the postholders work and provision of quality and necessary training.

- 1.7 Ensure that systems are in place for the recording, monitoring and reporting of both training attendance and non-attendance.

2. Projects

Plan and Design Training:

- 2.1 Work in partnership with Member Journey managers and the UK Programme Manager to implement the plan for the delivery of training across the relevant RCN staff.
- 2.2 Implement best practice approaches to training to ensure effectiveness and development of practice.
- 2.3 Assess the training needs of RCN staff involved in member service delivery across Regions and Countries to ensure the training devised is appropriate to the organisational need.
- 2.4 To develop an induction programme for new staff across the Member Journey delivering member services across Regions and Countries incorporating both the existing training offer and additional learning that is required.
- 2.5 Develop and publicise the training offer for existing staff of refresher and new training that is required.
- 2.6 Develop training materials for to facilitate both virtual and face to face learning.

3. Financial responsibilities

- 3.1. Work within a specific set budget to deliver the training covering the necessary travel, accommodation, expenses, venue hire and catering.
- 3.2. To ensure the commissioning of external facilitators is within the set budget and provides good value for money.

4. Specific role responsibilities

Lead Training Delivery:

- 4.1. Work with Regional and Country senior managers to schedule sessions at suitable venues where this is provided face to face.
- 4.2. Create and develop a core training package for rollout to the Region and Country staff alongside an induction package for new starters.

- 4.3. Develop the necessary training modules and materials.
- 4.4. Develop evaluation processes to monitor the success and effectiveness of the training.
- 4.5. Work with the UK Programme Manager to identify training needs within the feedback and reports drawn from service delivery across the UK.
- 4.6. Carry out training effectiveness assessments and make any necessary changes to ensure full effectiveness.
- 4.7. Routinely report progress into Member Experience and Journey Strategy Board.
- 4.8. Work in collaboration with the Member Journey management teams to assess both training needs and gather feedback from training provided.
- 4.9. Maintain oversight within a Line Management arrangement of the training provided and delivery at RCN Direct.

Organisational Development & Change

- 4.10. Provide enthusiastic and visible leadership of the work to achieve consistently high standards across the Member Journey service provision.
- 4.11. Work proactively across the organisation to champion organisational changes and learning and development initiatives that will support effective Case Management Policy compliance and service provision.
- 4.12. Develop networks across the organisation, and externally utilise expertise in support of the enhancement of Member service delivery.
- 4.13. Promote effective relationships with key stakeholders.

5. Additional responsibilities

- 5.1 Treat colleagues, members, customers and others with respect in line with our values and Our Respect Charter.
- 5.2 Champion equality, diversity, inclusion and human rights and be responsible for contributing to achieving the commitments set out in the RCN Group Equality, diversity and inclusion statement.
- 5.3 Comply with the RCN Data Protection Policy, Retention Schedule and department procedures to ensure personal data is protected at all times.
- 5.4 Maximise all opportunities available to encourage member recruitment and promote the benefits of joining the RCN. Promote the RCN as the

organisation that represents nurses and nursing, and that promotes excellent in practice and shapes health policies.

5.5 Undertake any other duties as requested in line with the job role.

Job description updated by:
UK Programme Manager (Member Journey)
17 July 2024