

JOB DESCRIPTION

Learning & Development Specialist



October 2025

Department: Company
Location: Selkirk
Responsible to: People Manager

Job Purpose

In collaboration with the People Manager and the Executive Team, the Learning & Development Specialist will foster a proactive, people centred learning culture at Eildon that promotes continuous improvement. This role ensures the delivery of innovative, data-informed learning and development initiatives that equip colleagues with the skills, knowledge, and behaviours needed to deliver high-quality services for our customers, in alignment with Eildon's strategy. A key focus will be on empowering people through the creation of meaningful learning experiences, optimising efficiency using L&D systems, leveraging emerging technologies such as AI, and growing a performance orientated, skills-based approach to workforce development.

Main Responsibilities

1. Collaborate with managers to develop and maintain dynamic analysis of current and future business challenges and align L&D activity to bridge skills and performance gaps to ensure organisational capability and continuous development for all Eildon's People.
2. Partner with leaders to sustain a strong collective mindset around continuous improvement and embed this ethos into all L&D initiatives.
3. Develop and implement the annual Corporate Training and Development Plan, in line with Eildon's business objectives and report on its outputs.
4. Design, deliver, and co-ordinate high-impact learning solutions, that enhance skill development and performance improvement - including leadership development.

Duties Include

1. Foster performance-based learning principles into programme design, ensuring learning initiatives directly support individual, departmental and organisational goals.
2. Promote a skills-based approach to development, mapping L&D activity to organisational needs and career pathways
3. Support managers in identifying and closing skills gaps through targeted learning interventions.
4. Facilitate our Eildon Induction programme, ensuring a high-quality onboarding and induction experiences for new colleagues - in alignment with Eildon's values and expectations.
5. Co-ordinate the delivery of our SVQ programme in liaison with line managers and external providers to ensure we meet all national standards, vocational and other formal training requirements set by the Scottish Social Services Council, local authorities and other regulatory or contracting agencies.
6. Support managers with the design and delivery of Modern Apprentice and Graduate Development programmes.

7. Actively apply Equality Diversity and Inclusion principles to L&D design and delivery - making adaptations where necessary to ensure accessibility and inclusion for all.
8. Review and assess the effectiveness of L&D systems and procedures to maintain best practices and that support person-centred learning experiences. Monitor and report on LMS usage, learner engagement, and completion rates, using analytics to inform decision-making and continuous improvement.
9. Stay up to date with emerging L&D technologies, such as AI - and assess applicability to Eildon. In collaboration with People Manager and Digital Services, champion the safe use of these technologies to enhance learning delivery and digital fluency across the organisation.
10. Maintain accurate training records and work with managers to align L&D outcomes with business KPIs, produce reports to inform business planning.
11. Collaborate with managers to ensure the highest level of compliance is achieved in relation to our legislative and regulatory training requirements - monitor and report on overall completion rates and value added.
12. Evaluate the effectiveness of learning programmes and systems, recommending improvements based on data and feedback.
13. Monitor Eildon's investment in learning and development, ensuring value for money ensuring that development programmes meet required outcomes and return on investment through management of the L&D budgets.
14. Lead on sourcing trainers/suppliers in line with Eildon's Procurement Policy negotiating on price and effective supplier management on quality, customer service and providing regular feedback and training evaluation reports.
15. Maintain awareness of external funding opportunities and lead funding applications where appropriate.
16. Represent Eildon in professional L&D networks and partnerships, sharing best practices and innovations.
17. Communicate learning opportunities and successes to foster a culture of continuous development and lifelong learning.

General

1. Be aware of current Health and Safety Policy and take responsibility for your own safety and the safety of other colleagues who may be affected by your acts or omissions at work.
2. Always maintain confidentiality in respect to matters pertaining to Eildon.
3. Afford equal opportunity and access to all users of Eildon's services and those involved in its delivery in accordance with Eildon's Equality & Diversity Policy.
4. Undergo training as necessary to maintain high quality standards of work.
5. Undertake any other duties appropriate to the post as directed by the People Manager or the Executive Team.

PERSON SPECIFICATION

Learning & Development Specialist



This Person Specification describes the ideal person to fill the job and is a profile of the qualifications, knowledge, skills, abilities, and competencies that will be looked for in the recruitment and selection process. It lists a series of attributes: "essential" and "desirable", for an individual to possess in order to do the job.

Qualifications

- HND/Degree in relevant subject
- CIPD Chartered Membership

Knowledge and Experience

- Experience in a training, teaching, management or HR role for 1 - 2 years
- Design and delivery of face-to-face training programmes
- Delivering on-line learning through a Learning Management System (LMS) and experience of developing e-learning SCORM modules
- Leadership Management and people development
- Training / service development best practice
- Health & safety legislation and best practice
- Funding Sources in respect of staff development

Skills and Abilities

- Excellent interpersonal skills as well as good communication skills, both oral and written
- Assimilate new information quickly and produce training materials, ensuring effective training delivery
- Plan and prioritise competing demands
- Good ICT skills and ability to use MS Office 365, as well as HR and People Development software, with a positive approach to learn and use new tools as they become available.
- Monitor performance and set targets
- Conduct risk assessments

Personal Attributes

- Self-motivated
- Committed and enthusiastic about learning and development
- Effective time manager
- Team player
- Demonstrate a clear understanding, personal commitment and positive approach to Eildon's vision and values to deliver an effective and valued service to our people and customers.

Other requirements

- Flexible with regards to working hours
- Driving licence and access to a vehicle

Essential / Desirable

Essential
Desirable

Essential
Essential
Desirable

Desirable
Essential
Desirable
Desirable

Essential

Essential

Essential
Essential

Essential
Desirable

Essential
Essential
Essential
Essential
Essential

Essential
Essential

CONDITIONS OF SERVICE

Learning & Development Specialist



October 2025

Department Company
Location: Selkirk
Responsible to: People Manager

SALARY

The salary applicable to the post is Office Grade E
£36,099 to £40,109 per annum

Starting salary will depend on qualifications and experience. Progression through the grade range is dependent upon performance in post.

HOURS OF WORK

35 hours per week. Normal office hours are 9am to 5pm Monday to Friday. Due to the nature of our work a flexible approach to working hours and routines is required.

ALLOWANCES

Staff using their own vehicle on Eildon business will receive Business Mileage Rates, currently 45p per mile. This post is classed as an essential car user therefore the postholder's own vehicle must be insured for business purposes.

LEAVE

The leave year runs from 1 April to 31 March.

The basic entitlement for full-time staff is 31 days (this includes public holidays) with one additional day's leave per calendar year of service up to a maximum of 5 days. Four public holidays are fixed at the Christmas/New Year period. Leave for part-time staff is in proportion to hours worked.

PROBATIONARY PERIOD

This post requires the satisfactory completion of a six-month probationary period.

METHOD OF PAYMENT

Monthly on the last Thursday of each month direct to employee's bank or building society account.

PENSION

All employees are normally eligible to join the Scottish Housing Associations' Pension Scheme Defined Contribution.

SICKNESS ALLOWANCE

All employees will be entitled to sickness allowance as follows:

Service	Entitlement	
	Full Pay	Half Pay
Up to 6 months	1 week	nil
6 months to 1 year	up to 5 weeks	up to 5 weeks
1 – 2 years	up to 9 weeks	up to 9 weeks
> 2 years	up to 13 weeks	up to 13 weeks

NOTICE PERIOD

By Eildon: One calendar month, subject to statutory minimum

By the Employee: One calendar month

OUTSIDE WORK

Outside work will normally be permissible subject to that work involving no conflict of interest with the individual's job at Eildon and that the other work does not affect the performance of their duties.