



POWERING YOUR CAREER

**Business Partner – Learning
and Development
Role Profile**

Business Partner – Learning and Development

Location: Penshaw

Directorate: People & Change

Job Ref No: R5463

Do you want to help power your Learning & Development career and be part of an evolving energy industry?

We are seeking to strengthen our Learning and Development Academy, within our People & Change Team.

The team has a reputation for delivering engaging and impactful learning and development, supporting our colleagues in doing a great job for our customers. Topics currently delivered include new colleague onboarding, customer service, leadership development, ethics and safeguarding. Diversity, equality and inclusivity training features significantly too, supporting our recently launched DEI plan.

You will be working alongside Paul, our Learning and Development Academy Manager, in a small team that has a big impact. The team are regularly involved in new projects, so the role would suite someone who has a 'can do' approach and great organisational skills. Being a regulated company that prioritises safety, customer service and business ethics means we like to maintain regular and accurate training records, ensuring colleagues are kept up to date with their required learning. We place a great deal of value on being all over the detail, including having accurate numbers.

The role involves working across our business, engaging with colleagues to develop learning solutions, blending in person training with eLearning, to deliver a joined-up learning experience and provide just in time learning interventions.

We have an agile working policy, which provides some flexibility on work location, depending on your role and what you are working on.

We also operate across a large geographical area, meaning there will be some travel (and potentially overnight stays) so you would need to hold a current driving licence and have access to a car for business travel.

The energy industry is advancing with investment in smart technology innovation and Northern Powergrid, as the company responsible for powering everyday life for 8 million customers across 3.9 million homes and businesses in the Northeast, Yorkshire and northern Lincolnshire, is at the forefront of delivering a power network that meets the region's needs, now and in the future.

Our vision is to be the best energy company in serving our 3.9 million homes, whilst delivering a sustainable energy solution. As a Learning & Development Partner you will be an integral part of achieving this, while always striving to keep our customers' power flowing.

Along with a competitive salary of up to **£36,000 + performance related bonus and personal transport provision**, we also offer great benefits such as;

- Enrolment into our pension scheme
- 25 days holiday

If you think this job could make you look forward to Mondays and not be desperate for it to be Friday **[Apply now](#)** and we'll be in touch.

Key Responsibilities

The successful candidate will:

- Deliver the full learning and development cycle, from design to evaluation, supporting our L&D Academy to deliver a blended learning offering across our business
- Work with people leaders, People & Change colleagues and other stakeholders to define and facilitate the subsequent design, development, deployment and evaluation of learning and development solutions
- Work collaboratively and nurture relationships across the business to make best use of resources in developing our people, increasing knowledge, capability and skills
- Being a champion of people development, facilitating learning which equips colleagues with the knowledge and tools to maximise their contribution and fulfil their potential
- Create and deliver learning experiences that engage colleagues, blending face to face learning with digital learning
- Ensure mandatory training is made available to, and completed by, relevant colleagues
- Maintain and analyse organisation and individual learning and development records in order to monitor the effectiveness of internal and external learning and development

Key Competencies

- A highly effective communicator, experienced in successfully identifying, developing and deploying impactful learning interventions, including leadership and digital learning
- Demonstrates the ability to build and maintain great cross functional relationships
- Effective management of resources, including information, time and talent
- Thrives in a fast-paced environment, where priorities can change
- Uses data to support their judgement, making recommendations which best suit our colleagues and customers
- Self-motivated, enthusiastic and results focused
- Flexible, resilient, adaptable and comfortable with ambiguity and sees change as an opportunity
- Demonstrates a commitment to high standards of performance and continuous improvement
- Innovative and creative when it comes to problem solving through having excellent attention to detail, whilst able to see the big picture
- Demonstrates the ability to use feedback as an opportunity to improve and responds in a positive way

Qualifications and Attributes

Essential Qualifications and Experience

- CIPD Certificate in Training Practice or equivalent
- Designing and delivering engaging learning and development, including systems and process training
- Enabling the full learning and development cycle
- Using learning management systems
- Managing multiple pieces of work to tight deadlines and reporting on progress effectively through managing priorities flexibly and keeping projects on track
- Collaborating effectively across teams, building strong relationships with stakeholders
- Working in a fast-paced, customer service environment
- Excellent attention to detail and organisational skills with the ability to plan and prioritise effectively

Desirable Qualifications and Experience

- Implementing engaging eLearning, video and other blended learning approaches
- Coaching others to enhance their performance
- Leadership development
- Developing engaging internal communications

[Click here to apply today](#)

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Posted: 10 November 2022

Closing date for applications: 24 November 2022

Applicants are considered on the basis of their suitability for the post irrespective of sex, marital status, sexual orientation, gender re-assignment, race, age or disability, in accordance with the Equality Act 2010.