

Role Profile: People Development Strategy Manager			Reference Number	
			XXXX	
Job Family Group	Organisational Support	Role Purpose		
Job Family	Human Resources			
Grade Level	Band B (interim)			
			This national role, which reports directly to the Head of Service Improvement, is responsible for setting up and the effective running of People Development function across all CTSC sites nationally to build workforce skills knowledge and career progression in the medium to long term, to ensure CTSC delivers an accessible and inclusive service to diverse users, using excellent people skills. The role will provide leadership to the People Development team in the medium to long term.	
Key Accountabilities			Key Relationships and Contacts	
<ul style="list-style-type: none">• Ensure systems are in place for maintaining and updating CTSC specific training content with changes to processes or new business and that the material meets any legislative or professional standards• Assess People Development against performance standards/KPIs and comment on variances and recommend actions to senior leaders in CTSC address issues to ensure continued user satisfaction• Ensure People Development Team Leaders, Coaches and Trainers have access to development and learning opportunities that will ensure they have the requisite technical and people skills to deliver against People Development performance standards and deliver improvements in service delivery to users• Working with the Service Improvement management teams to determine current and anticipated training needs and develop appropriate learning interventions• Oversee business as usual capability issues for whole CTSC, working with HMCTS Capability to source learning solutions or resources for CTSC sites			<p>This role will work with Heads of Operations and team leaders, and with Quality and Change & CI teams to ensure new and existing staff have access to the development needed to function effectively at CTSC, reporting to CI teams on success of initiatives or amendments needed in processes. Sharing information with Corporate centre on organisation-wide initiatives. There will be a requirement to persuade and influence key stakeholders and leaders at this level.</p> <ul style="list-style-type: none">• Head of Operations/Deputy – on strategic direction and operational needs for development• Team Leaders – exchange of information on staff needs and possible solutions• Head of Service Improvement – implementation of learning solutions relating to new or amended processes and initiatives• Corporate Centre (HR Capability) – to implement new or amended nationwide initiatives and to report on success of new initiatives	
Knowledge, Skills and Experience			Complexities	
<ul style="list-style-type: none">• Leadership skills to visibly demonstrate and embed the new culture and ways of working for CTSC in delivering service excellence across all CTSC jurisdictions• People management and Leadership skills - to lead the People Development team, which may be spread geographically across different sites, and to empower development team members to take personal responsibility for their own personal impact and development• Knowledge of Induction and onboarding processes in a multi-service public-facing organization, and specific knowledge of, or willingness to learn• Continuous improvement knowledge and experience - to evaluate teams, training materials/resources and methods• Knowledge of, or willingness to learn, HMCTS people policies, including performance management, attendance management, grievance and disciplinary policies to ensure compliance and team effectiveness			Problem solving	
			This role is responsible for ensuring effective implementation plans to ensure CTSC as a whole has right people with right skills at right time. This will require investigation and analysis and the decisions made by this role will affect the work of the Heads of Operations	
			Management of resources	
No financial management. Responsible for the professional management of People Development Team and direct line management of People Development Leaders and Training Delivery Leaders				
Autonomy				
The role holder will follow professional and technical guidelines but will use discretion in the application of these. Supervision for this role will be remote. The role holder will be responsible for different teams in different locations				