Role Profile

Capability Development Specialist

Role Purpose

The Capability Development Specialist designs, delivers and continuously improves learning and development initiatives that build organisational capability, enhance employee performance and support business objectives. The role works closely with leaders, HR and subject matter experts to identify capability gaps and implement development solutions that strengthen workforce skills, leadership effectiveness and future talent pipelines.

Key Accountabilities

Business Strategy

- Support the delivery of organisational strategy through capability development initiatives aligned to business priorities
- Identify current and future workforce capability requirements to support strategic objectives.
- Contribute to workforce planning, talent strategies and succession planning activities.
- Provide insight and recommendations on capability trends, skills gaps and development priorities.
- Ensure capability frameworks and development pathways support organisational growth and sustainability.

Business Development and External Relations

- Establish and maintain effective relationships with external learning providers, professional bodies and development partners.
- Monitor external market trends, emerging learning technologies and best practice in capability development.
- Benchmark organisational capability practices against industry standards and leading organisations.
- Represent the organisation in external networks, forums and professional development events where appropriate.
- Identify opportunities to introduce innovative learning solutions that enhance organisational capability and performance.

Transformation

- Support business transformation, cultural change and organisational development programmes through targeted capability interventions.
- Assess capability requirements arising from strategic change initiatives and develop appropriate development solutions.
- Facilitate learning and development activities that enable successful adoption of new processes, technologies and ways of working.
- Promote a culture of continuous learning, improvement and adaptability.
- Work collaboratively with change leads and business stakeholders to ensure capability requirements are embedded within transformation programmes.

Systems

- Administer and optimise learning management systems and digital learning platforms.
- Maintain accurate learning, skills and capability records.
- Produce regular capability, training and workforce development reports.

- Support implementation of new learning technologies and digital solutions.
- Ensure accuracy, integrity and security of workforce development data.
- Use data and analytics to measure learning effectiveness and inform decision-making.

Finance

- Support effective management of learning and development budgets.
- Monitor expenditure against agreed budgets and identify opportunities for efficiency.
- Ensure capability initiatives deliver value for money and measurable organisational benefit.
- Prepare business cases and resource requirements for development programmes.
- Manage relationships with external suppliers and monitor contract performance where required.
- Contribute to procurement activities relating to learning and development solutions.

People

- Support the development of organisational capability, talent and leadership capacity.
- Partner with managers to identify development needs and create effective learning solutions.
- Facilitate learning, coaching and development activities.
- Contribute to succession planning, career development and talent management initiatives.
- Promote employee engagement through learning and development opportunities.
- Foster a culture of learning, inclusion, collaboration and continuous improvement.

Legal and Risk

- Ensure capability development activities comply with employment legislation, regulatory standards and organisational policies.
- Monitor mandatory and statutory training requirements and compliance levels.
- Support the identification and mitigation of workforce capability risks.
- Ensure compliance with UK GDPR, confidentiality and information governance requirements.
- Escalate risks and compliance issues appropriately and in a timely manner.
- Maintain awareness of relevant legislative and regulatory developments affecting capability development.

Quality and Compliance

- Ensure capability programmes and learning interventions meet agreed quality standards.
- Implement quality assurance and evaluation processes for learning activities.
- Monitor programme effectiveness using feedback, learning outcomes and performance data.
- Support internal and external audit requirements.
- Ensure compliance with organisational policies, procedures and governance frameworks.
- Drive continuous improvement based on stakeholder feedback and lessons learned.

Service Delivery

- Deliver responsive, customer-focused capability development services.
- Conduct capability and learning needs analyses and provide evidence-based solutions.
- Design, coordinate and evaluate development programmes, workshops and learning resources.
- Provide expert advice and guidance to managers, employees and stakeholders.
- Manage multiple programmes and projects to agreed timescales and service standards.
- Produce accurate reports, insights and recommendations to support organisational decision-making.

Operational Excellence

- Continuously improve capability development processes, systems and practices.
- Embed best practice approaches to learning, talent and organisational development.
- Utilise data, technology and innovation to improve service effectiveness and efficiency.
- Develop and maintain capability frameworks, standards and development pathways.
- Contribute to departmental performance objectives and key performance indicators.
- Support organisation-wide initiatives that improve employee performance, engagement and organisational effectiveness.
- Promote a culture of accountability, continuous improvement and professional excellence

Scope and Geography	This is a national role but predominantly based at Old Market Court
Travel Expectation	There may be some requirement to travel infrequently across the region.
Collaboration	It is expected that the post holder will work proactively and collaboratively with the regional team's Operational Leaders, supporting Business Partners, Managers, and Specialists, and in particular will liaise with Support Services functions.
Budgets	This role will not have any direct budgetary accountability.

Best Lives, Bolder: Success Measures

Excellence

- Development programmes are delivered on time, within budget and achieve agreed objectives.
- Learning solutions demonstrate positive impact on performance, productivity and capability.
- Capability frameworks, learning pathways and development resources are maintained to a high standard.
- Learning evaluation targets are achieved through positive participant and stakeholder feedback.
- Continuous improvement recommendations are implemented based on data, insight and feedback.
- Professional standards, governance requirements and organisational expectations are consistently met.

Enabling

- Increased participation and engagement in development activities.
- Managers are equipped to support team development and performance improvement.
- Career pathways and development opportunities are clearly accessible and understood.
- Workforce capability gaps are identified and addressed through targeted interventions.
- Leadership development and succession planning initiatives support future organisational needs.
- Colleagues report increased confidence, knowledge and capability following development activities.

Influence

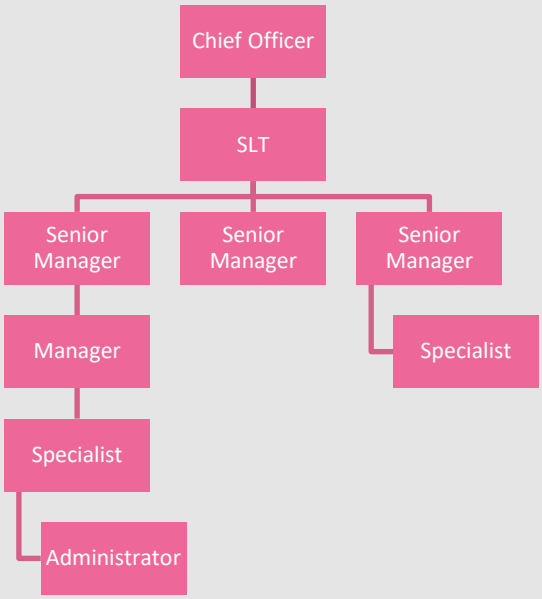
- Strong stakeholder relationships established across leadership and operational teams.
- Capability recommendations are adopted and embedded within business areas.
- Learning and development initiatives are recognised as contributing to business performance.
- Leaders actively support and champion capability development activities.
- Learning culture indicators demonstrate positive progress across the organisation.
- Capability insights and workforce data inform strategic decisions and workforce planning.

Reach

- Development programmes support colleagues across multiple business functions and locations.
- Increased access to learning opportunities across all employee groups.
- Capability frameworks are embedded consistently across the organisation.
- Development initiatives contribute to organisation-wide transformation and change programmes.

- Improved organisational readiness for future skills, workforce and business requirements.
- Measurable contribution to organisational performance, employee engagement, talent retention and succession readiness.
- Sustainable capability practices are established and maintained across the organisation.

Structure



Qualifications, Experience, and Knowledge (e essential; d desirable)

d Experience supporting organisational transformation, change management or culture change programmes.
d Experience of developing competency, capability or behavioural frameworks.
d Coaching, facilitation or project management qualification.

Competencies, Skills, and Abilities (e essential; d desirable)

e Ability to design, deliver and evaluate learning and capability development interventions
e Strong facilitation, presentation and communication skills, with the ability to engage diverse audiences.
e Ability to analyse data, identify trends and use evidence to inform recommendations and decision making.
- Excellent stakeholder engagement and relationship management skills.
e Ability to manage multiple projects, priorities and deadlines effectively.
e Strong planning, organisational and problem-solving skills.
e Ability to influence stakeholders and drive engagement without direct authority.
e Proficient use of Microsoft 365 applications, including Excel, PowerPoint, Teams and SharePoint.
d Knowledge of digital learning design, e-learning development tools and learning technologies
d Coaching, mentoring or facilitation accreditation

Personal Attributes (e essential; d desirable)

e Passion for learning, development and continuous improvement.
e Customer-focused, with a commitment to delivering high-quality services and outcomes.
e Credible, professional and able to build trust and confidence at all levels of the organisation.
e Proactive and self-motivated, with the ability to work independently and take ownership.
e Adaptable and resilient, with the ability to respond positively to change and ambiguity.
e Collaborative and inclusive, with strong interpersonal skills and a team-focused approach.
e Demonstrates integrity, discretion and professionalism when handling confidential information.

Tasks and Responsibilities (representative, not exhaustive)

- Conduct capability, skills and learning needs analyses across departments and functions.
- Design, develop and implement learning and capability development programmes.

- Facilitate workshops, development sessions and learning interventions.
- Develop capability frameworks, development pathways and learning resources.
- Support leadership development, talent management and succession planning activities.
- Collaborate with managers and stakeholders to identify workforce capability requirements.
- Evaluate learning effectiveness and produce reports on outcomes, trends and impact.
- Maintain accurate learning records and development data within organisational systems.
- Manage relationships with external training providers, consultants and professional bodies.
- Support organisational transformation and change initiatives through capability development activity.
- Ensure compliance with mandatory, statutory and regulatory learning requirements.
- Contribute to the continuous improvement of learning and capability processes, systems and practices.
- Provide specialist advice and guidance on capability development matters to managers and employees.
- Stay informed of developments, best practice and innovation within learning, talent and organisational development.

Behaviours and Values

At Community Integrated Care “how” you approach your work is just as important as “what” you do. With that in mind, we have outlined the key behaviours that we look for at each level in our charity. This role aligns with level 3 in our guide to behaviour.

Job Evaluation

Internal Evaluation Level: 3b