

Role Profile

Role Title: Learning & Development Apprentice

Department: Learning & Development

Reports to: Head of Learning & Development

Purpose of Role: To develop the skills and knowledge of the wider FHL business by providing training and support to staff through coaching and development. To act as a front-line training provider for all business areas as required.

Key Accountabilities:

- Support the L&D function in rolling out training to the wider business as required including departmental refresher sessions and individual development support
- Provide development coaching to individuals as required signposting additional support
- Support the delivery of colleague inductions and onboarding
- Contribute and feed back on the creation of training materials used across the business
- Conduct assessments of staff competency through agreed processes and take appropriate action where necessary to address competency gaps identified through gap analysis and associated training plans
- Provide Clever Nelly / Skillcast back office and reporting support
- Assist with populating the L&D intranet site to enable self-service support
- Facilitate adhoc feedback exercises by collating information and sharing with individuals as required
- Deliver the Customer Service Learning Journey training for new starters and / or colleague refreshers
- Assist with delivery of annual regulatory training (i.e. Complaints refreshers etc...)
- Ensure that training and coaching carried out within the department is compliant to all relevant regulations and guidance including that from FCA, MCOB, TCF and UK Finance guidance on Arrears & Possessions
- Ensure all training tasks have been actioned in accordance with agreed procedures and evidenced through regular audits and reviews

Performance Behaviours:

- Influencing, organisation and planning
- Creativity and empathy
- Focuses on the customer (internal and external) and quality delivery
- Team working
- Ethical and compliant behaviour
- Be a role model for our Company values with clear demonstrable behaviours

Essential Skills/Qualifications:

- Minimum of GCSE in English and Mathematics (evidence will be required)
- Honesty and Integrity



Foundation

Home Loans

- Good communication skills both written and verbal
- Organisational and time management skills
- Accustomed to using own initiative/being proactive
- Self-motivated, flexible with drive and enthusiasm

Experience of the Financial Services industry and supporting regulations including Consumer Duty (CD), Treating Customers Fairly (TCF) and Environmental Social and Governance (ESG) is preferred however training will be given where required.

Our people embrace our values:

Fair - We are open minded and make unbiased, consistent decisions.

Accountable - We take ownership of situations so that our customers experience efficiency.

Customer first - We understand what our customers want and build strong relationships.

Transparent - We communicate clearly and concisely, ensuring that we are open with information.