

Job Profile

JOB TITLE:

Service Improvement Facilitator

REPORTS TO:

Planning & Performance Manager

JOB PURPOSE:

The Service Improvement Facilitator translates evidence, insight and recommendations into practical learning, service improvements and implementation support across Helpline, Online Services and Volunteering.

Using themes identified through performance monitoring, contact reviews, audits, complaints, incidents, safeguarding activity, service reviews, user feedback and operational data, the role designs and delivers learning interventions that support colleagues to consistently apply policies, SOPs and best practice. This includes workshops, coaching, reflective learning sessions, guidance materials and service improvement initiatives.

The role also maintains an external perspective, maintaining knowledge of emerging evidence, sector developments, regulatory requirements and best practice across health, social care, digital support and contact centre environments. By combining internal learning with external insight, the Service Improvement Facilitator helps ensure services remain effective, innovative, compliant and aligned to the evolving needs of service users and stakeholders.

DIMENSIONS:

- Design and deliver targeted briefings, workshops, coaching and practical learning resources.
- Support induction and onboarding content for employees, volunteers, bank staff and sessional colleagues.
- Translate agreed recommendations and SOP changes into clear practice expectations.
- Maintain learning records and evidence of completion, understanding and application.
- Evaluate whether interventions have embedded and recommend further action where required.
- Facilitate reflective learning and cross-team consistency.
- Work with Learning & Organisational Development to manage training resources and budgets, ensuring learning investment is aligned to service priorities and delivers measurable impact.

INTERNAL AND EXTERNAL CONTACTS:

Internal

- Planning & Performance Manager.
- Performance Advisers regarding themes, trends and contact review findings.

- Service Managers and Shift Leads regarding implementation of learning and SOPs.
- Volunteer Coordinator regarding volunteer learning and development.
- Online Service Manager and User Experience Lead where improvements relate to digital delivery.
- Learning & Organisational Development, Quality and Safety teams where required.

External

- External trainers, specialists or partners where required.
- External stakeholders involved in service improvement activity where relevant.

Overall accountabilities:

Learning design and delivery

- Design learning, including briefings, workshops, scenarios, coaching, one-to-one support, guidance or refresher materials.
- Adapt delivery for different channels, roles, shifts and accessibility needs while preserving consistent core expectations.
- Coordinate delivery dates with managers and Resource Planning so essential attendance can be planned without avoidable disruption.
- Maintain accurate materials, attendance or completion records and version control for operational guidance.

Embedding and evaluation

- Provide managers and Shift Leads with practical tools to reinforce learning through supervision, huddles and day-to-day support.
- Check understanding immediately after learning and agree how application will be assessed in practice.
- Use follow-up observations, feedback and performance evidence supplied by the relevant role to evaluate whether the change has embedded.
- Identify barriers and escalate them to the appropriate owner.
- Recommend whether activity should close, be repeated, be revised or require a different operational response.

Collaboration and culture

- Work with Volunteer Coordinator/s to ensure volunteers receive relevant learning, briefings and SOP updates.
- Work with Performance Advisers to understand repeated trends and risks.
- Facilitate reflective learning sessions and team discussions.
- Support a positive culture of learning, improvement and shared accountability.
- Contribute to action logs and improvement evidence.
- Collaborate with the L&OD and Quality and Safety teams to ensure all learning activity is aligned with annual training and capacity plans

Person specification – essential criteria

- Experience designing and delivering training, briefings, coaching or facilitated learning for operational teams.
- Knowledge of learning design and delivery best practice, including current and emerging L&OD approaches, and the ability to apply these pragmatically to create engaging, accessible and effective learning interventions.
- Experience supporting service improvement, quality assurance or organisational change and converting recommendations into practical activity.
- Ability to define learning outcomes, tailor methods to different roles, shifts, channels and accessibility needs, and evaluate whether learning is applied in practice.
- Strong facilitation and communication skills, including handling challenge, encouraging reflection and maintaining consistent messages.
- Strong organisational and IT skills, including producing accessible presentations, guidance, scenarios and learning records.
- Ability to collaborate with performance, workforce, volunteer and operational colleagues while maintaining clear ownership and hand-offs.
- Experience translating SOPs, quality findings, complaints, incidents, audit outcomes or service review recommendations into clear learning, guidance or practice improvements.
- Strong attention to detail, including maintaining accurate guidance, version control, completion records and evidence of implementation.
- Ability to influence and support operational colleagues, including managers and Shift Leads, to embed consistent practice without direct line management authority.

Circumstances:

- Builds and maintains effective working relationships with colleagues working across a range of shifts, locations and service areas, contributing to a positive, collaborative and integrated service culture.
- Ability to travel occasionally to GamCare offices, events, meetings and external stakeholder activities as required.

To be noted:

This job description will be reviewed regularly. Any changes will be discussed with the post holder. This is not an exhaustive list of duties and responsibilities the post holder may be required to undertake other duties which fall within the grade of the job, in discussion with your line manager.