



Senior Learning and Development Manager

Job description and person specification

Accountable to: Head of Learning and Development

Purpose of the role

The role of the Senior Learning and Development Manager is to support the delivery of our Better Lives for More People strategy, by leading the team focused on the design and development of targeted learning programmes, resources and initiatives.

The post holder will work in partnership with a range of stakeholders to understand business needs and issues. Using this knowledge, they will steer and project manage the development of a targeted learning and development response.

They will be responsible for driving the delivery of learning programmes and initiatives to meet agreed quality standards and deadlines, drawing on the range of specialist Leads in their team, and working with others in the wider L&D team and beyond to do so.

The specialist Leads reporting to this post-holder lead on management development, induction, learning design, digital learning and mentoring/alumni programmes.

The delivery of targeted programmes and resources to meet identified needs will support the principles of our Target Operating Model and aim to equip colleagues across the Group with the knowledge, skills and behaviours to perform effectively.

They will also support the ongoing professional and career development of the Leads in the Learning Programmes and Resources part of the team.

Core duties

- Work with a range of stakeholders to identify performance, knowledge, skills and other gaps for which a targeted and timely learning and development response would be suitable in addressing.
- Provide clear direction and project and programme management support to the team of Leads in their team, explicitly clarifying priorities and providing professional guidance on achieving the target outcomes.

- Clearly coordinate the various strands of work led by the specialist Leads in the Programmes and Resources part of the team, obtaining clarity on priorities and managing clear expectations with relevant stakeholders.
- Develop and maintain effective partnership working across the Group to enable and facilitate a co-production approach to developing effective learning and development programmes and resources.
- Work in partnership with the Learning Support Manager, Qualifications and Assessment Manager and Essential Training and Helpdesk Manager to integrate and align L&D responses to identified needs.
- Monitor progress, highlighting and managing risks to effective project and workstream delivery, and clarifying objectives to Programmes and Resources team members.
- Provide professional guidance where appropriate on identifying and targeting the best L&D response to specific needs.
- Champion and uphold quality standards across the Programmes and Resources team, ensuring that responses the team produce are in line with recognised good, contemporary and evidence-based L&D/learning design practice.
- Support the team in developing a toolkit of effective approaches to addressing learning needs and gaps and promoting the appropriate use of these across the organisation.
- Champion a shift from default 'courses to resources', enriching the learning and development offer to provide an increasing amount of learning support at the point of need.
- Ensure that the business impact of any programmes and resources is measured credibly and effectively.
- Manage the Learning Programmes & Resources part of the L&D budget, liaising with the Head of L&D and management accountant on budget performance – also contributing to the annual budget review process.
- Line manage the Leads who are part of the Programmes and Resources team, conducting regular one-to-ones, coaching and supporting them in line with organisational requirements.
- Provide and enable ongoing professional and career development opportunities for members of the Programmes and Resources team.
- Report progress on delivery plan objectives and other agreed requirements on a timely basis to the Head of L&D, and groups/committees as necessary.

- Write papers and briefing notes on initiatives and objectives that their team is responsible for, as required.
- Represent and deputise for the Head of L&D as necessary and in relation to areas in the Programmes and Resources remit, when the Head of L&D is absent.

Please note:

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with the role.

In addition to the above you are expected to:

- Undertake other duties from time to time as required by your manager or Head of Department / Director.
- Maintain confidentiality in accordance with our data protection policy and procedure.
- Work on an agile basis between your home and the Company's offices and/or any other locations as is reasonably required

Person specification

Please use this in conjunction with the advertised requirements. The final column indicates how we will tell if you have provided evidence of the required criteria. Criteria considered from the application form will be marked Shortlisting, those reviewed when we meet you will be marked Interview and those considered via assessment at interview will be marked Test.

Qualifications		
CIPD or equivalent professional learning and development qualification at Level 5	Essential	Shortlisting
Undergraduate degree or equivalent	Desirable	Shortlisting
Relevant management qualification	Desirable	Shortlisting
Full, clean driving licence	Desirable	Shortlisting

Experience		
Recent management level experience of learning and development including line management of other L&D professionals at trainer or Lead level	Essential	Shortlisting/ Interview
Experience in the lead areas described in the 'Purpose of the role' section above	Essential	Shortlisting/ Interview
Recent experience of designing learning and development resources and interventions	Essential	Shortlisting/ Interview
Experience of budget management	Essential	Shortlisting/ Interview
Experience of consultancy and co-production of learning resources	Desirable	Shortlisting/ Interview
Experience of developing learning programmes including digital learning	Desirable	Shortlisting/ Interview

Skills		
Writing management reports and papers for senior stakeholders	Essential	Shortlisting/ Interview
Project management – experienced at designing and delivering learning design projects to agreed timescales	Essential	Shortlisting/ Interview
Ability to effectively coach and develop colleagues within own reporting line	Essential	Shortlisting/ Interview
Critical thinking and the ability to influence others to take this approach	Essential	Shortlisting/ Interview/ Test
Able to critically evaluate and prioritise workload in line with strategic and operational priorities, communicating accordingly to team	Essential	Shortlisting/ Interview/ Test

Knowledge and understanding		
Knowledge and understanding of working in social care.	Essential	Shortlisting/ Interview
An understanding of current thinking and practice in learning and development and evidence of applying this	Essential	Shortlisting/ Interview/ Test
Knowledge and understanding of the key areas covered by the specialists reporting to this post-holder – i.e. management development, induction, corporate learning design, digital learning and mentoring	Essential	Shortlisting/ Interview/ Test

Attributes		
To demonstrate commitment to equality, inclusion and the values of the organisation	Essential	Interview
To be assertive, confident, and have the ability to initiate action when required	Essential	Interview
To be a reliable, supportive and professional role model for the organisation	Essential	Interview
To be customer focused and address the needs of internal and external customers	Essential	Interview