

JOB DESCRIPTION

<u>Job Title:</u>	Learning and Development Manager
<u>Department:</u>	Human Resources and Learning & Development
<u>Direct Reports:</u>	Learning and Development Business Partners
<u>Reporting to:</u>	Head of HR

Main Job Functions: (NB In addition to these responsibilities, employees are required to carry out such other duties as may reasonably be required).

- Develop the Trust's Learning and Development Plan in line with the people strategic priority and key priorities identified by the Leadership Team, working with managers across the charity to accurately identify and plan key learning needs for staff
- Support the HR Director and the Head of HR with the implementation of the People Strategy
- Design, implement and manage the delivery of high quality, cost-effective training and development which supports staff to achieve their goals, to meet regulatory, contractual requirements and to be successful in their roles
- In partnership with line managers and HR, design, deliver and manage activities to maximise staff performance and development
- To manage and maximise the use of the Apprenticeship Levy Funds

Main Duties:

Ensure all duties are carried out in line with:

- Department policies and procedures
- The Trust policies and procedures
- Performance goals
- Business plans
- Quality Assurance Framework
- GDPR and Data Protection Act

Training

- Identify learning and development needs through a range of techniques (TNA, analysis of data, feedback, observation, business/strategic objectives)
- Design and deliver targeted training solutions that are aligned with individual and business needs through a range of different learning methods
- Work with the wider HR and L&D team, stakeholders and individuals to provide timely learning experiences for both behavioural and technical knowledge and skills in line with business need
- Evaluate learning experiences to assess their effectiveness and drive professional development and improve business capabilities.
- Support induction working with internal experts and stakeholders such as recruitment, HR and line managers to ensure ongoing effectiveness.
- Develop and maintain the L&D and supporting intranet spaces, online learning portals and groups to promote learning and development offerings.
- Manage and develop the relationship with external training providers to manage training requests or needs.
- Be able to measure and capture the ROI providing regular reporting Support the development and implementation of Management Expectations, identifying and supporting any individual management development requirements. Develop and embed an efficient process for undertaking Learning Needs Analysis.
- Provide effective solutions to support organisational change programme, ensuring learning and development interventions align with the Strategic Priorities

L&D budget

- Prepare and manage the Learning and Development budget for approval, ensuring that costs are allocated correctly and the training spend aligns with the overall business plan.
- Conduct a periodic review of training providers to ensure cost effectiveness and quality.

People Strategy

- Develop the Trust's Learning and Development Plan in line with the people strategic priority and key priorities identified by the Leadership Team, working with managers across the charity to accurately identify and plan key learning needs for staff
- Support the HR Director and the Head of HR with the implementation of the People Strategy
- Support the Head of HR with the annual internal IIP assessment and the three yearly external IIP assessment.
- Support the Head of HR with the design and delivery of HR Managers Workshops and the design and continuous development of the Intranet Managers Toolkit.

- Support the design and delivery of the monthly People Focus update
- Support the bi-monthly PULSE staff survey and annual staff survey
- Support internal developmental activities such as Corporate Induction, Staff Conferences and Volunteering events.

Management Responsibilities – Meeting Management Expectations

- Line manage the Learning & Development Business Partner to ensure an effective and efficient L&D service is delivered to the Trust's staff
- Provide management information and reports as required, demonstrating ROI where appropriate
- Work closely with the wider HR/L&D team to ensure all processes are efficient, effective and applied consistently
- Contribute to the implementation, embedding and adherence to defined quality standards.

Miscellaneous

- Represent the organisation in a professional manner in all activities and in line with organisation values. Attend external meetings and events as required
- Contribute to the development and improvement of office practices
- Undertake personal training and development as identified by yourself and line manager
- Be able to undertake travel to various locations to carry out duties of the post
- Foster and role model a culture of collaborative working across all areas of the organisation
- Provide information for reports for the Safeguarding Governance Board and the Quality and Assurance Committee.

In addition to these responsibilities, employees are required to carry out such other duties as may reasonably be required.

To safeguard the health, well-being and safety of the customers we work with, some of whom may be classed as vulnerable people or adults at risk. In the event of a risk to a customer becoming apparent or if concerns arise about a vulnerable person's welfare, to immediately report these concerns in line with the appropriate policy and procedure.

Date of March 2019
Description:

Job Description L&D Manager

Ref:

Prepared By: Head of HR