



## Learning & Development Manager Role Profile

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| <b>Job Title:</b> Learning & Development Manager                        | <b>Role Profile Number:</b>                         |
| <b>Grade: S</b><br><b>Salary:</b>                                       | <b>Date Prepared:</b> 5 <sup>th</sup> November 2022 |
| <b>Directorate/Group:</b> People, Culture and Organisational Resilience | <b>Reporting to:</b> Head of Learning Talent & OD   |
| <b>Structure Chart attached:</b>                                        | Yes                                                 |

### Job Purpose

As our Learning & Development Manager you will be responsible for the delivery of our Learning & Organisational Development (OD) offer as outlined in the Council's People Strategy. This will also include leadership responsibilities for a team of Learning & OD specialists.

You will be an experienced learning and development expert, designing, delivering and evaluating a range of solutions, practiced at consulting with senior leaders across the organisation to grow and nurture capability. These solutions could form part of a published schedule of workshops or the commissioning of bespoke interventions to meet specific team needs.

You will be a passionate developer of talent and will work closely with the Strategic People Partners to make recommendations for the development of the organisations talent pipeline to strengthen succession plans. This will also include a focus on the utilisation of Apprenticeships at different levels across the organisation.

You will be open to sharing best practice in the development of your solutions, including the appropriate use of digital technologies.

Maximising the Council's utilisation of the organisation's Learning Management System (LMS) will also form a key part of this role.

## **Key Accountabilities**

- Create and execute a Learning & OD plan that is designed to meet the changing needs of the Council, in line with our published People Strategy, continuing to evolve our provision where required in order to aid the development of both the existing and future workforce
- Contribute to the ongoing development of the Council's People Strategy
- Use sound data analysis principles to regularly review our development offering. Ensuring courses are relevant and continue to support the Council's needs whilst delivering a good return on investment
- Proactively, recognises trends and provides feedback to respective stakeholders, taking care to maintain learner confidentiality as appropriate
- Manage the delivery of a range of OD projects (eg Behaviour Review, PDP Review)
- Architect our organisational coaching and mentoring offer and to also be a coaching role model
- Provide leadership, support and guidance to members of the Learning & OD team, ensuring all team members have agreed annual performance goals that are discussed throughout the year
- Manage competing support requests from across the organisation, ensuring a simple range of metrics are developed to articulate workflow, proactively identifying service pressures, identifying risks as appropriate
- Create and deliver development content either face to face or virtually that is accessible, relevant and engaging, designed to meet the needs of the Council
- Partner with our line Managers and the Strategic People Partner to understand the objectives of their teams and their development requirements associated with these objectives
- Manage development enquiries, deploying subject matter expertise and creativity to ensure best solution benefiting organisation and individual is achieved, within the constraints of budget
- Build an external specialist network to keep up to date with the latest trends and research in L&D, blended learning, digital learning and other relevant methodologies, to ensure that our offering supports these approaches where applicable
- Provide guidance and direction for the ongoing development of the LMS
- To ensure training materials issued are accurate, relevant, and quality controlled
- Promote Career development – identify with managers the opportunity to upskill and prepare internal workforce for future moves working in partnership with the Strategic People Partners who conduct Succession Planning process
- Working closely with the Strategic People Partner to ensure Succession Planning data is recorded in line with GDPR principles
- Develop and maintain collaborative and productive relationships with service areas, colleagues, and representatives, establishing professional credibility
- Ensuring the design and delivery of all interventions support equality, diversity and inclusion
- Creates and validates reports for Council wide audit requests and external facing reports as requested
- Architect the Council's apprenticeship strategy and ensure this is well embedded across the organisation
- Oversee apprenticeship experience, working with our Apprenticeship Coordinators to enhance apprenticeship opportunities and impact, including the retention of apprentices

- Responsible for ensuring accurate Apprenticeship data is feeding into organisational analytics
- Working collaboratively with the Resourcing function, establish a repository of accurate, meaningful talent intelligence data that can be used to match internal talent with career development opportunities
- Working across the organisation to identify opportunities to utilise the apprenticeship levy and other work-based learning opportunities as part of workforce planning
- Develop innovative, fresh schemes that enable the Council to maximise the ability to grow its own talent
- Oversee the ongoing development of the Council's Induction programme for all staff and the Swindon Manager induction, ensuring a content review is undertaken every 6 months
- Build an effective external network with employers and providers to ensure that the Council is maximising its access to funding and development opportunities
- Develop a realistic Work Experience offering that promotes employment opportunities within the council, producing relevant and accurate data that demonstrates return on investment
- Creates and validates reports for Council wide audit requests and external facing reports as requested
- Represents the Council at a range of external functions, events
- Ensuring the design and delivery of all interventions support equality, diversity and inclusion

### **Knowledge & Experience**

- Significant experience as a Learning and Development practitioner, has operated as expert in organisation, providing guidance and solutions to meet a broad range of Learning and Development needs
- Significant experience of consulting with Senior Leaders/Executives
- Significant experience of leading teams
- Excellent knowledge of EDI and Data Protection principles
- Excellent understanding of learning design principles; experienced facilitator. Understands learning styles and how to apply that to developing learning content that is relevant; accessible and engaging
- Excellent understanding of OD principles
- Experience of leading a multi-discipline team
- Significant experience in handling effective career development conversations with senior stakeholders
- Coaching and influencing others to solution issues
- Ability to analyse, interpret and comment on internal and external reports and data
- Project Management skills
- Strong stakeholder engagement skills, including the ability to tailor communications to meet audience needs

### **Qualifications**

- Degree or equivalent work experience
- Recognised Coaching or Mentoring qualification (Level 7)
- Licensed psychometric practitioner (Insights preferred)

### **Decision Making**

- Managing sometimes challenging senior stakeholder conversations to identify the most appropriate solution
- Managing competing requests to ensure sound prioritisation based on business priorities
- Agreeing responsibilities for team

### **Creativity and Innovation**

- Ability to work within budget constraints to develop innovative solutions
- Sharing best practice gleaned from network to ensure continuous improvement of the development offering
- Ability to understand future workforce developments and to apply in developing solutions

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| <b><u>Job Scope</u></b>                                                                                                                                                                                                                                                                                                                                                         | <b>Budget Holder</b>         | Yes                                                                                                            |
| <b>Number and types of jobs managed</b> <ul style="list-style-type: none"><li>• Up to 8 direct reports</li><li>•</li></ul>                                                                                                                                                                                                                                                      | <b>Responsibility</b>        | Managing £600 – 700K worth of training funds which includes Directorate Training funds and AoB funding streams |
| <b>Typical tasks supervised/allocated to others</b> <ul style="list-style-type: none"><li>• Setting annual performance goals covering a broad range of activities (eg consultancy work undertaken by OD Practitioners, Performance of LMS, Performance of Learning Admin team etc)</li><li>• Tasks being supervised are likely to require CLT/CMT interface</li><li>•</li></ul> | <b>Asset Responsibility:</b> | Responsible for utilisation of the organisations Apprenticeship Levy which has rolling average of £1M          |

### **Contacts and Relationships**

*(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)*

- Significant contact with members of Learning & OD team and HRIS team
- Significant contact with Senior Managers across the Council
- Officer contact on a regular basis, evaluating the impact of interventions
- Regular contact with external vendors
- Regular contact with external network to share best practice

### **Other Key Features of the role**

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

|                                 |                    |
|---------------------------------|--------------------|
| <b>Employee Signature:</b>      | <b>Print Name:</b> |
| <b>Date:</b>                    |                    |
| <b>Line Managers Signature:</b> | <b>Print Name:</b> |
| <b>Date:</b>                    |                    |

