

Role Profile

Part A - Grade & Structure Information

Job Family Code	12BF	Role Title	Learning & Development Manager
Grade	PS12	Reports to (role title)	OD & L&D Lead
		Directorate/School	Resources
JE Band	519-613	Service/Department	People and Change
		Date Role Profile was created	Oct-23

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>Lead and manage the organisation and delivery of the council's learning and development team to build a credible and impactful function to supporting the wider organisation.</p> <p>Oversee and guide the delivery of highly impactful and effective learning and development programmes in a range of specialist functional areas including leadership and management development, learning technology, careers - including early careers, apprenticeships, performance systems.</p> <p>Build key relationships with senior stakeholders to understand the organisations learning and development needs.</p> <p>Provide leadership, guidance and supervision to the Senior Learning and Development Consultants ensuring they are skilled, engaged and have the expertise and insight to effectively deliver their work in a specialist area. Ensure that the team effectively deliver People Strategy and service improvement projects that are high quality, have strong workforce engagement and are aligned to directorate and organisational goals and strategies.</p> <p>Gather and Share insights on emerging trends and technologies in the field of learning and development, incorporating innovative approaches into programme design and delivery to stay at the forefront of learning and development practices and share this expertise and insight across the team.</p> <p>Use data, insight and analytics to assess the effectiveness of all aspects of the learning and development function. Provide data driven recommendations for continuous improvement across all areas of the function and to ensure the L&D budget has maximum impact.</p>
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Work Context	<p>Our L&D team will utilise the ADDIE approach to learning and development in the way they analyse, design, develop, implement and evaluate their initiatives. This approach guides the process of identifying, designing, implementing, and assessing interventions aimed at improving the council's effectiveness and performance. ADDIE emphasises the importance of assessing needs, designing tailored solutions, and continuously evaluating and refining interventions for sustainable organisational improvement and is a fitting reflection of how we work.</p> <p>The Learning and Development Manager is experienced and effective in balancing the strategic and operational requirements of their role. Providing strategic input into the council's Learning and Development strategies and programme design and creating an environment where the Senior L&D Consultants who report into them are empowered to design and deliver the functional programmes of their areas.</p> <p>They are highly effective collaborators, able to work with and through others in a complex environment to identify learning needs, design curriculum, and execute impactful learning experiences tailored to diverse learning styles and preferences.</p> <p>Responsibilities:</p> <ul style="list-style-type: none"> •Oversee the daily L&D operations, including scheduling, logistics, content development, participant engagement, and evaluation. Focusing on the effective delivery of learning programs and initiatives. •Design, implement, and oversee leadership and management development programs that cultivate the skills, competencies, and effectiveness of leaders across various levels. •Oversee a comprehensive early careers development offering, including apprenticeships, graduates, and other entry-level programs, ensuring a seamless integration into the organisation. •Collaborate with internal stakeholders to identify learning needs, design curriculum, and implement impactful learning experiences that cater to diverse learning styles and preferences. •Manage external vendors, learning platforms, and technology solutions to enhance the learning experience and streamline operations. •Utilise data and analytics to assess the effectiveness of learning programs, gather insights, and make data-driven recommendations for continuous improvement. •Provide Leadership, mentorship, coaching, and development to a team of L&D professionals, fostering a culture of collaboration and growth. •Ensure compliance with industry regulations, standards, and best practices related to learning and development. •Oversee the budgeting, resource allocation, and reporting for learning and development initiatives. •Share your insight for trends and emerging technologies in L&D, incorporating innovative approaches into program design and delivery.
Line management responsibility if applicable	Line management responsibility of a small team.
Budget responsibility if applicable	

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Identify issues, trends and opportunities that may have an impact in their area of responsibility to enable appropriate action to be taken. • Lead the development of policy in the own area of specialism, contributing to the delivery of organisational objectives. <p>Service Delivery</p> <ul style="list-style-type: none"> • Evaluate existing service provision taking account of feedback and broader external developments, to ensure innovative solutions are proposed to maximise service quality, efficiency and continuity. • Apply specialist expertise and use judgement to make decisions where solutions are not obvious, to deliver services that meet customer requirements and service standards. • Drive change and embed new ways of working to ensure high quality service delivery and value for money. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Develop and ensure implementation of operational plans and play a key role in the formulation of strategic longer term plans for the area to fit broader functional and organisational strategy. • Lead major projects and reviews and represent the business area in internal and/or external initiatives to enhance reputation and service delivery. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Manage allocated budget/resources/funding effectively and flexibly and control all related expenditure to ensure delivery of targets/objectives within budget. • Contribute to resource and budget planning within own area. <p>Work with others</p> <ul style="list-style-type: none"> • Liaise internally and externally at senior levels to establish service requirements and priorities and ensure the department/service issues are appropriately represented and acted upon. • Work with managers, service representatives and partners to identify and apply cost effective means of delivering improvements to business processes and strategies. <p>People Management</p> <ul style="list-style-type: none"> • Manage a group of staff across a function/service, or as a significant part of a wide function to ensure all relevant annual targets and goals are delivered within budgetary/resource constraints. • Lead, motivate and develop individuals using a coaching approach, to better meet current and future requirements. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To be responsible for ensuring health & safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Degree or equivalent professional qualification plus experience at management level in a specialist area. • Knowledge of the principles of change management, project management and continuous improvement, and their practical application. • Authoritative knowledge of the work practices, process and procedures relevant to the role including broader sector/commercial awareness. • Ability to manage budgets and resources to deliver effective support to their area of responsibility. • Strong written and oral communication and interpersonal skills with high level negotiation and influencing skills and the ability to work collaboratively with internal and external partners/professionals. • Comprehensive knowledge of computerised business systems. • Understands how to inspire and motivate others. • Advanced problem solving and analytical skills with the capacity to devise and implement practical and creative solutions. • Wide experience in successful leading, coaching, mentoring and developing of staff.

Details of the specific qualifications and/or experience if required for the role in line with the above description	<ul style="list-style-type: none"> * Post graduate, professional qualification specifically within the field or equivalent experience * CIPD member or equivalent experience * A collaborator, providing expert L&D advice aligned to business need * Resilient, curious, adaptable and creative * Leads with ethical and professional integrity * Develops strategies for building an in-depth knowledge of the business, its language, goals, processes and strategy * Ability to forge lasting relationships with a diverse range of stakeholders * Experience of coaching and leading others * Leading edge thinking in all aspects of Learning and Development * Experience of effectively leading, prioritising and developing others to maximise the collective impact * Ability to work in complex and ambiguous environments*Willing and able to undertake reasonable travel around and beyond the county.
Role Summary	<p>Roles at this level are substantial management roles, they are either managing a multi functional support service within one of the organisation's service areas, or coordinating a specific business development or advisory area. This may involve significant coordination of complex or diverse services, e.g. leading business support services to professional teams, or coordinating teams carrying out specialist advisory or administrative services. More specialised roles will require a full understanding of a professional or specialised field and will work with those both inside and outside the organisation, to influence the development of services or delivery of specific projects or organisational objectives. They will provide overall guidance to more junior managers in terms of planning, service standards and resources which underpin service level agreements. Planning takes place over a one year horizon. They work closely with customers, staff, agencies and/or contractors to ensure that the services meet and exceed expectations. Roles at this level require extensive management experience and high level expertise. They exercise flexibility and independence for decision making within their particular functional area, working to broad parameters and policy guidance. Roles at this level are accountable for the professionalism of service delivery under their remit.</p>
Reference Number	BM-2024-008