

JOB DESCRIPTION

JOB TITLE	Senior Learning & Development Manager
REPORTING TO	Head of Capability Development
RESPONSIBLE FOR/JOB PURPOSE	Lead the L&D Customer Service Team to deliver excellent services that drive best-in-class learner-engagement and capability. Working with SMEs to improve effectiveness and efficiencies across the function enhancing our customer experience and ROI.
LOCATION	OMC, Widnes

DUTIES AND RESPONSIBILITIES

Learner Engagement:

- Lead the data analytics and reporting strategies that provide the right information, trends and insights to leaders to drive action around our KPI performance & success measures, provide an oversight of current position to senior leaders and engaging learning campaigns & projects.
- Direct the L&D communication and marketing strategy ensuring our customers are kept informed of the latest LMS developments and role responsibilities, and new and decommissioned L&D propositions, and developments.
- Oversight of the National training schedule ensuring the most efficient and effective provision of training required (to meet our statutory and legal and Charity's requirements) in high-quality venues and accessible locations delivering the best possible learner-experience.
- Decision making on ad-hoc operational requests and queries ensuring a timely response within agreed SLAs, balancing the immediate localised need against the national picture and capability framework to ensure we protect a high-quality learner experience and consistency of approach whilst also being responsive.

L&D Effectiveness & Efficiency & LMS:

- Drive the innovation and maintenance of Community Integrated Care's learning management platform (LMS) to enable our L&D propositions, exploit technological advancements, enhance the effectiveness and efficiency, and deliver the best possible user-experience.
- Lead the central administration of the function to maintain our learning catalogue and drive swift resolution of issues and troubleshooting for users of the system, working with key stakeholders to define the issue, investigate symptoms and the underlying root cause, managing their expectations, and delivering fixes that minimise the operational impact and further risk.
- Lead the continuous improvement of the L&D processes that govern the provision of our L&D propositions and services to enhance our customer service, SLAs and experience.

Financial:

- Delivery and ownership of the £650k L&D budget to drive best in sector innovation & development, quality and cost equation supporting an excellent learner-culture in the charity.
- Account management of the relationship with our LMS provider to drive a commercially viable and sustainable contract that balances the investment against the benefits and operational risk.

Team:

- Lead, develop, empower, and engage direct reports to perform at their best by living the Community Integrated Care values and promoting a results focused and harmonious working environment.
- Set expectations and manage, monitor, coach and develop team members to ensure that they maximise their performance, meet the required standards, and continuously develop their capabilities and experience.

KEY REQUIREMENTS**Qualifications**

- CIPD Level 5 or equivalent experience (E)

Experience

- Experience of working within the Health and Social Care sector (D)
- Experience of developing, delivering, and evaluating adult learning and development solutions (D)
- Experience of coaching and developing others (D)
- Experience of working within regulatory environments (E)
- Experience of working with a geographically dispersed team (D)
- Experience of working with Learning management systems (E) preferably Cornerstone (D)
- Experience of managing a portfolio of learning and performance solutions.
- Experience of scheduling multiple training courses, and managing multi-disciplinary resources and venues (D)
- Experience of delivering complex projects (D)

Skills / Abilities

- Ability to develop influence internal and external stakeholders at all levels to build mutually beneficial relationships (E)
- Ability to network and tap into a broad set of networks to find ways to innovate and improve (E)
- Highly organized, Self-driven, motivated, and independent, solution focused mindset (E)
- People motivator with the ability to foster a high performing team (E)

- Systems thinker – looking for the interconnections and managing the interdependencies between our L&D systems and processes with those across the charity (E)
- Ability to analyse data and trends and provide meaningful actions (E)
- Competent in the use of Microsoft Office applications e.g. Outlook, Excel, Word, Powerpoint (E)
- Flexibility and willingness to travel when required (E)

Knowledge

- Learning Management Systems (LMS) - E
- Learner Experience Platforms (LXP's) - E
- Microsoft Office applications - E
- Learning and Development - E
- Health & Social Care sector – D
- Data Science - D

NB : This job description is not intended to be an exhaustive list of duties and responsibilities, but to give an indication of the main areas of activity and involvement.

This Job Description is an outline of the key tasks and responsibilities of the post, and the post holder may be required to undertake additional duties appropriate to the pay band. The post may change over time to reflect the developing needs of the Charity and its services, as well as the personal development needs of the post holder.

DATE PREPARED:	Wednesday, 20 March 2024
PREPARED BY:	Deborah Betts, Learning System Manager