

# JOB DESCRIPTION

Job Title	<b>Associate Director, Learning &amp; Talent Development</b>		
Reports to	<b>HR Director, Enablement</b>		
Department	<b>People</b>		
Job Family	<b>Business Support</b>	<b>Level</b>	<b>5</b>

## About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

## About the Department

The People Team delivers reliable and transparent human resources foundations that enable a thriving employee journey. Together, we foster an engaged, accountable and inclusive future-ready workforce that drives the School's success.

The People Team provides proactive advice, support and enablement to staff colleagues (non-academic) in the areas of talent acquisition, engagement and management, learning & development, employee relations, and total rewards across the UK, Dubai and UAE.

In addition, the People Team provides payroll services and manages and reports on colleague data for faculty and casual employees. We lead on diversity, inclusion and belonging for the whole School community, including students and participants.

The team, adopting a business partnering approach, works closely with Senior Management, Heads of Departments, and line managers to support them in achieving their business goals through their people.

Job Purpose
<p>The Associate Director, Learning &amp; Talent Development is responsible for building and delivering the School's Learning &amp; Development strategy while integrating core talent management priorities. The role ensures staff at all levels have the skills, opportunities, and career pathways to contribute to the School's performance and future success.</p> <p>This position leads the design and delivery of innovative learning interventions, performance enablement processes, and strategic development initiatives, while also ensuring succession planning, high-potential development, and talent mobility are embedded into the wider talent agenda. Interventions must be within budget, targeted to staff, manager and leadership populations, and within budget.</p>

Key Areas of accountability and Key Performance Indicators (KPIs)
<p><b><u>Key areas of accountability:</u></b></p> <p><b>Strategy and Planning</b></p> <ul style="list-style-type: none"> <li>• Develop and deliver the School's Talent, L&amp;D strategy in alignment with the School's objectives and desired organisational outcomes.</li> <li>• Integrate core talent management practices into L&amp;D plans, ensuring pipelines for critical roles and alignment to succession planning.</li> <li>• Provide the direction for the L&amp;D team, alongside hands-on operational involvement.</li> <li>• Establish KPIs to measure the quality and impact of L&amp;D and talent interventions.</li> </ul> <p><b>Learning Provision &amp; Performance Enablement (Primary Focus)</b></p> <ul style="list-style-type: none"> <li>• Support the engagement and retention of staff by overseeing a comprehensive portfolio of learning opportunities (interpersonal skills, technical skills, leadership, and compliance)</li> <li>• Lead the Enabling Performance process, ensuring leaders can measure and improve performance effectively and consistently.</li> <li>• Lead the full learning cycle (needs analysis, design, delivery, evaluation) for central and bespoke L&amp;D offerings.</li> <li>• Create and embed L&amp;D policies, toolkits, and guidance across the School.</li> <li>• Ensure learning accessibility through blended, inclusive solutions aligned to Smart Working principles.</li> <li>• Create L&amp;D policies, processes, guidance and embed this across the School.</li> </ul> <p><b>Talent Management &amp; Succession (~25%)</b></p> <ul style="list-style-type: none"> <li>• Collaborate with leadership to define, identify, and develop talent pipelines.</li> <li>• Support succession planning and high-potential development through targeted development interventions.</li> <li>• Align learning interventions to talent pipeline development.</li> <li>• Partner with Talent Acquisition to promote internal mobility and career development, increasing engagement and retention.</li> <li>• Apply a diversity, inclusion, and belonging lens to all talent and development activity.</li> </ul> <p><b>Design, Delivery and Collaboration</b></p>

- Keep up-to-date with the latest within the field, ensuring the incorporation of leading thinking into plans and learning design.
- Source, develop, share and curate online content to support and enhance the on-going development of a blended learning approach for staff at LBS.
- Manage external suppliers and partners to ensure high-quality, cost-effective provision
- Accountable for relationship management, commercial arrangements and quality assurance of external suppliers/contractors.
- Collaborate with Executive Education and Degree Education to be able to continuously offer internal LBS opportunities to staff as well as collaborating with faculty directly to be able to offer lectures/webinars, offering staff an insight into the student experience.
- Liaise with Management Committee, Staff Committee, DIB and InfoSec Committee to inform/consult on L&D initiatives that are rolled out to the School.

### **Impact Assessment, Reporting & Communication**

- Analyse L&D data to establish themes and trends and use this insight to inform decision making regarding current and future learning interventions and the wider offering.
- Lead evaluation activity to assess the success of learning interventions against agreed metrics to ensure high quality service provision and continuous improvement. This includes engagement, satisfaction and impact (learning transfer/ application).
- Create communications for L&D initiatives including all staff emails, Hub Articles, Teams/ Learning Core announcements to keep staff up to date on what's on offer.
- Responsible for delivering roadshows, internal briefings for all staff/ people managers to communicate and engage staff with our offering/ internal L&D processes.

### **Financial & Supplier Management**

- Manage the L&D budget, ensuring finances are managed effectively and value for money/ cost control is achieved.
- Consistently monitor the quality of work delivered by third-party suppliers against service level agreements to ensure it is to the required standard, and provide feedback as necessary.
- Manage a wide range of suppliers and ensure quality as well as maximum value for money. This includes negotiating rates and managing the tendering process for L&D contracts.
- Manage Procurement Duties for Talent (Category ownership and management)

### **People Management**

- Manage and coach the Talent Development Advisor, enabling their engagement, performance and growth.

#### **KPIs:**

- Well defined, clearly communicated and executed strategies and/or plans for Learning and Talent Development
- Delivery of impactful learning interventions aligned to School priorities which meet a minimum standard of colleague participation of 80%, and a NPS of X.
- Robust learning experience assessment processes in place.
- Excellent colleague and stakeholder feedback.

- Projects delivered on time, on budget and to quality standards.
- Contribution to cross-School initiatives.
- Accurate budgets developed, no overspend and value for money demonstrated

### **Knowledge/Qualifications/Skills/Experience required**

- Bachelor's degree or equivalent experience.
- Professional qualification or equivalent experience.  
Excellent communicating and influencing skills, with the ability to negotiate, collaborate and influence.
- Experience of managing multiple key internal and external stakeholders at all levels.
- Demonstrable credibility and a network of contacts with your area of expertise.
- Deep knowledge of learning and design/delivery principles, theory and practice.
- Project or change management certification and experience in leading and implementing complex business change solutions.
- Extensive awareness of the activities of the organisation and competitor schools.
- Ability to scan the horizon, identify industry best practice and translate this into future planning for own area of specialism.
- Proven financial management skills and commercial acumen.

### **Resources including team management**

Talent Development Advisor

<b>Staff</b>	<b>1</b>
<b>Budgets</b>	<b>TBC</b>
<b>Date Updated</b>	<b>07/01/2026</b>