

# JOB DESCRIPTION

<b>Job Title</b>	Learning and Development Manager		
<b>Reports to</b>	Talent Director		
<b>Department</b>	People		
<b>Job Family</b>	Business Services	<b>Level</b>	4

## 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 department enables the delivery of the School's strategic priorities through the provision of proactive advice, support and talent to School staff (non-academic). Collaborating with our faculty experts, it also delivers leading edge projects to shape the Future of Work, building an engaged, inclusive workforce where everyone belongs and thrives.

The team is designed around three key areas: Business Partnering, Talent (Talent Acquisition, Learning & Development, Talent Management and Wellbeing & Engagement) and People Services (Operations, ER, Reward and Pensions). The team works closely with Heads of Departments and line managers to support them in achieving their business goals through their people

## Job Purpose

The L&D Manager is responsible for creating and executing a compelling learning and development offer which enables colleagues to belong and thrive at LBS. They will design and deliver learning and development activity which enables the achievement of our strategic priorities whilst building a learning and high performance culture, underpinned by strong capability.

## Key Areas of accountability

### Projects

Lead on the delivery of L&D projects simultaneously and work closely with the rest of the team on broader talent/people team initiatives and projects. Some L&D projects for 2021/22 include:

- To create and implement a continuous learning culture where learning drives capability growth, performance and engagement.
- To work with Talent Director to launch School Behaviours and apply these to necessary people processes and help embed in the School's culture
- To implement the new performance management approach which enables individual and team high performance and development within a Smart Working context.
- To deliver and measure impact of the new Manager Essentials offering to increase buy-in to the fundamental role of a people manager and to improve manager capability.
- To support with the implementation and measuring impact of the School's new Smart Working approach and evolve approach based on feedback
- Partner with Head of D&I to design, deliver and measure impact of the Diversity, Inclusion and Belonging offering including areas such as tackling racial inequality, inclusive management, trans equality, menopause etc.

### **Strategy and Planning**

- Develop and deliver the L&D strategy ensuring that plans are aligned to wider strategic goals
- Prioritise L&D activities in line with L&D strategy and wider School objectives
- Work and consult closely with Senior People Partners and business leaders to translate both School and departmental strategies into learning plans that drive current and future capability.

### **Learning Cycle**

- Involved in all stages of the learning cycle including: learning needs analysis, design, delivery and evaluation of the School's L&D offering
- Undertake learning needs analysis for individuals, small teams and departments across the School
- Design innovative L&D learning solutions tailored to learning requirements and business objectives, using an agile instructional design approach
- Develop, design and produce training materials for in-house offerings as required
- Develop and deliver L&D solutions with external partners as well as deliver internal L&D solutions where required including orientation, focus session briefings, job family framework briefings, action learning sets and team development sessions (using tools such as facet5/strengthsfinder)
- Source suitable external providers to deliver learning, where appropriate
- Carry out evaluation, observation and analysis and act on feedback where necessary to ensure high quality service provision and continuous improvement

## **Supplier Management**

- Build and maintain strong relationships with external training providers and coaches
- Monitor quality of work delivered by suppliers and provide feedback when needed.
- Manage procurement duties for L&EE (category ownership and management)

## **Stakeholder Management**

- Build strong relationships with key internal stakeholders to understand their departmental learning needs/goals to be able to contribute to wider strategic priorities
- Offer credible L&D expert advice to internal stakeholders

## **Coaching**

- Develop and coach managers to take ownership for creating a learning culture locally that enables improved performance and continuous development
- Undertake 1to1 internal coaching with managers (where executive coaching is not necessary)
- Manage Internal Coaching Network and external pool of coaches

## **Digital Learning**

- Create blended learning solutions using the School's digital tools including Canvas LMS, Learn Upon, Mural, Elucidat etc.

## **Communication**

- Create communications across L&D initiatives including newsletters, Yammer announcements, Actito all staff emails to keep our people up to date with the latest on L&EE

## **Process Management**

- Manage Further Education, Open Executive Education, short external courses, mentoring and Internal and executive coaching processes.
- Manage Focus Session process bi-annually including comms, offering guidance for staff and managers, training etc.
- Partner with Bob's Business to design and deliver the School's Information Management learning programme

## **Team**

- To lead and line manage the Talent Coordinator, enabling their engagement, performance and growth. This includes delegating work, giving feedback, conducting effective 1to1s/ Focus Sessions and generally supporting and coaching with L&D queries and work

## **Budget Management**

- Manage Learning elements of the budgeting process and manage the monitoring and controlling of spend to ensure alignment with the assigned budget

### **KPIs:**

- Delivery of projects/deliverables to agreed timescales and quality standards
- Root cause identification and recommended actions.
- Participation, engagement, performance and retention

### **Resources including team**

Budget - Access to Talent development budget

Line management of Talent Coordinator

Close collaboration with all People team members and managers and colleagues within other departments across the School is critical to this role's effectiveness

- Experience of working as a Learning and Development Manager
- Experience of working with multiple stakeholders to shape, design and implement
- Experience of working with third party suppliers and of designing and delivering training / briefing directly
- Experience of increasing people management capability
- Proactive idea generator, using research and best practice to guide thinking. Recommends and continuously improves processes and procedures
- Experience of shaping learning cultures and implementing culture change
- Natural relationship builder, open and engaging style
- Strong communication and facilitation skills deployed with all levels of staff. Able to communicate messages simply and clearly – a natural fit for the LBS 'Tone of Voice'
- Digitally confident and able – comfortable working with (or learning) online platforms
- Ability to analyse data and generate insight, which is then deployed to drive positive change
- Excellent project management and organisational skills with strong attention to detail
- Can do mindset with drive, tenacity and deliver focus
- Ability to influence to increase commitment and create excitement

24/08/21