

## Learning and Development Consultant

**Job purpose:** To provide full L&D consultancy by developing and leading the L&D approach that drives a culture of high performance and continuous learning. Work with other L&D colleagues to develop and implement Group wide initiatives and ensure consistency in all processes and service delivery.

### Key Accountabilities

- In conjunction with the Learning & Development Manager and the Senior Business Partner, develop, manage and measure the L&D plan as part of the People Plan, linked to the business strategy that provides ROI.
- Build strong stakeholder relationships within customer base, HR team and the wide Group where appropriate.
- Define L&D initiatives with functional teams and directorates detailing actions needed to meet people capability requirements and business objectives, with direction and advice from the Senior BP and through consultation with the business at all levels.
- Manage the full life-cycle of L&D services from needs analysis through to evaluation.
- Deliver, promote and manage a range of L&D solutions, products and courses working with internal communications, internal stakeholders, subject-matter experts and the wider HR team.
- Measure and evaluate all L&D initiatives to assess value and recommendations for continuous improvement.
- Working with L&D colleagues, proactively assess processes and service delivery activities to ensure effectiveness and efficiency across the Group
- Develop and manage a preferred supplier list of 3rd party providers for delivery of L&D products.
- With the L&D Manager, manage all L&D costs against budget.
- Manages the training needs and delivery of the annual performance review cycle
- Develop and implement on-line L&D learning solutions accessible for all employees.
- Work with the wider HR team to identify and influence the review, development and integration of relevant HRD policies and processes which deliver continuous improvement in people capability.
- Contribute to HRD management information and deliver improvements to L&D reporting, working closely with the HRD Direct central team.
- Contribute to and promote effective L&D best practice in collaboration with the HRD team across the Group.
- Ensure that L&D is accessible for all and deliver improvements to the service on behalf of HRD across the Group.

## Knowledge, Skills & Experience

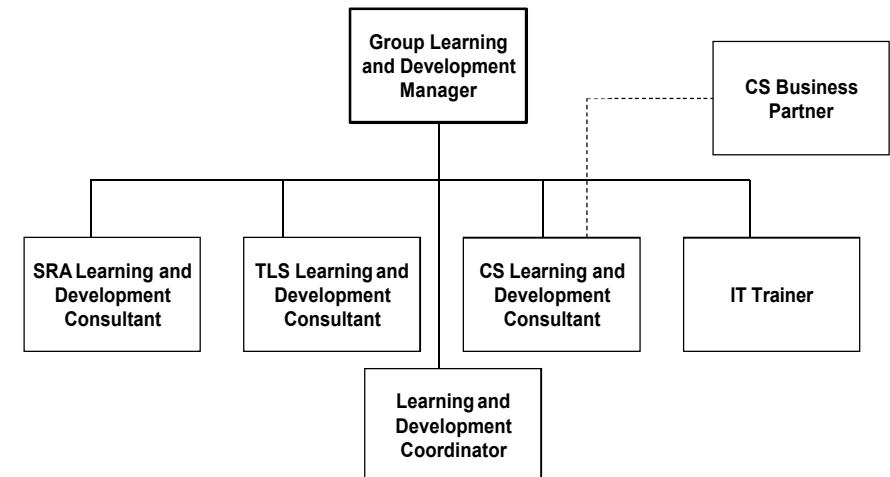
### Essential

- CIPD qualified or equivalent L&D qualification
- Strong evidence of managing and delivering full L&D life-cycle from needs analysis through to evaluation of strategic and tactical L&D services
- Demonstrates the ability to influence and manage stakeholder relationships at all levels across the organisation
- Experience of utilising a range of communication methods to present L&D solutions that will have the most benefit, particularly with senior management
- Experience of understanding and implementing leadership programmes
- Significant experience of delivering training initiatives
- Experience of managing costs within a budget
- Project Management experience along with planning and organising
- Able to operate within a team and in a matrix environment
- Experience of identifying and assessing third party providers and working with them to develop key solutions
- Demonstrates a strong focus on measurement and evaluation to drive performance and improvements
- Demonstrates creativity when developing solutions
- Demonstrates a results focused approach through planning ahead, managing expectations and solving problems
- Identifies and take responsibility for own development and support development of others

### Desirable

- Experience of designing competency frameworks
- Working across other business areas to develop blended learning solutions

## Organisation Chart



<b>Planning &amp; Organising</b>	
<p>The role holder will need to plan and organise their own work and the learning and development schedule for their customer base. They will also contribute to the group Learning and Development training rollout schedule.</p>	
<b>Dimensions</b>	
<p>This section will identify the significant areas upon which your job impacts for the organisation, either directly or indirectly. This may include:</p> <p><b>Financial Responsibility</b></p> <p>This role will actively manage their customer base and any apportioned Learning and Development budget. Whilst they do not have overall budget management responsibility, they will be accountable for ensuring best value and allocation of budgetary funds for the specific requirements of their customer base in partnerships with their customers and the Group Learning and Development Manager</p>	