

## **JOB PROFILE: LEARNING AND DEVELOPMENT MANAGER**

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Job Title	Learning and Development Manager
Date Reviewed	February 2024
Reporting to	VP People
Level	5/6
Location	London/Maidenhead

### **Role Overview**

As the Learning and Development Manager at AVK, you will be responsible for designing, implementing, and evaluating learning and development initiatives to support the growth and success of our employees. Reporting directly to the VP of People, you will play a key role in driving a culture of continuous learning and professional development across the organisation.

### **Key Objectives**

Develop and execute a comprehensive learning and development strategy aligned with the company's objectives and employee development needs. Continuously assess learning needs through collaboration with stakeholders and feedback mechanisms.

### **Key Responsibilities**

- **Program Design and Delivery:** Design, deliver, and facilitate a range of learning programs and initiatives, including onboarding, leadership development, technical skills training, soft skills development, and compliance training. Utilise a variety of learning methodologies and technologies to ensure effective delivery.
- **Talent Development:** Identify high-potential employees and create tailored development plans to support their career growth within the organisation. Implement succession planning initiatives to ensure a pipeline of future leaders.
- **Performance Management:** Collaborate with the wider People team and department managers to integrate learning and development initiatives into the performance management process. Provide guidance on goal setting, feedback mechanisms, and performance improvement plans.
- **Learning Technologies:** Evaluate and implement learning technologies and platforms to enhance the delivery and effectiveness of learning programs. Stay informed about emerging trends and best practices in learning technology.
- **Budget Management:** Manage the learning and development budget effectively, ensuring that resources are allocated strategically to maximise ROI. Monitor expenditures and provide regular reports on budget utilisation.

- **Evaluation and Metrics:** Develop and implement evaluation strategies to measure the effectiveness and impact of learning initiatives. Collect and analyse data on learning outcomes, participant feedback, and business performance metrics to drive continuous improvement.
- **Stakeholder Engagement:** Build strong relationships with internal stakeholders, including senior leadership, department heads, and employees, to understand their learning needs and gain buy-in for learning initiatives.

### Metrics for success

- **Employee Engagement:** Measure improvements in employee engagement levels through surveys, feedback mechanisms, and retention rates.
- **Training Effectiveness:** Evaluate the effectiveness of training programs by measuring factors such as knowledge acquisition, skill development, and application of learning in the workplace.
- **Training Completion Rates:** Track the percentage of employees who complete training programs within specified timeframes.
- **Feedback and Satisfaction:** Gather feedback from participants to assess their satisfaction with the content, delivery, and overall learning experience to inform improvements for future programs.
- **Promotion and Succession Rates:** Monitor the percentage of employees who are promoted or move into leadership positions after participating in development programs.

### Skills and Experience

- Proven experience in learning and development roles, with a focus on program design, delivery, and evaluation.
- Experience with learning management systems (LMS) and other learning technologies.
- Excellent communication and presentation skills, with the ability to engage and influence stakeholders at all levels.
- Strong project management skills, with the ability to manage multiple initiatives simultaneously.
- Strategic thinker with a data-driven approach to decision-making.
- CIPD or other relevant professional qualifications are desirable.