
Job Holder: Senior Learning & Development Manager (Mat cover)

Reports to: Organisational Development Manager

Grade: PM2D Level 2

Safety Status: Non-safety critical

Date version agreed: 1st August 2018

1. Job Purpose

- To lead the Learning and Development team in the delivery of Learning and Development (L&D) committed obligations and initiatives across West Midland Trains.
 - Reporting to the Organisation Development Manager the post holder will lead on the delivery of the core strategic learning & development programme in line with our committed obligations, Leadership and Management Development, Customer Service, Investors in People, PDR Process, and Early Career Programmes including Apprenticeship, Work experience and Graduate programmes.
 - The Senior Learning & Development Manager will manage two L&D Advisors and an L&D Coordinator to deliver this work programme to drive business performance and enable colleagues to reach their potential.
 - The post holder will work closely with the Executive Team and Senior Stakeholders within the business to partner and identify core strategic learning needs for West Midlands Trains and deliver solutions with external providers to meet these needs.
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3. Dimensions

A. Financial:

B. Staff:

Directly Responsible for two L&D Advisors and an L&D Coordinator

C: Others:

4. Principal Accountabilities

- Management of the Learning & Development Team, two L&D Advisors and the L&D Coordinator
- Leads on the delivery of appropriate solutions for leadership and management capability frameworks, talent and succession plans, behavioural training for all employees, performance management processes, and high potential programmes.
- Supports the Organisation Development manager to ensure that we retain Investors in People Gold accreditation.
- Develops and delivers an accredited Leadership and Management Development approach in line with our committed obligation which supports organisational development and maximises the contribution of leaders and colleagues at all levels to the overall success of the business.
- Develops and delivers a customer service programme for over 1000 customer facing colleagues in line with our committed obligation.
- Delivery of the Skills and Leadership strategy implementation plan and reporting progress to the DfT.
- Supports the Organisation Development Manager with the delivery of the Culture and Values plan.
- Embeds a robust performance management framework aligning individual objectives to business plan, core values and behaviours, to ensure performance management is embedded into the organisation.
- Leads on the delivery of the talent strategy for WMT and supports progression of the associated tools, talent development programmes and action plans to positively influence engagement and succession planning.
- Leads on embedding of the Abellio Leadership Framework and Talent Tool.

- Responsible for early career development initiatives and the management of high potentials, young people and ensures WMT gets the best leverage from the apprenticeship levy.
- Ensures that WMT meets our committed obligations around apprenticeship, scholarships and traineeships.
- Delivery of coaching and mentoring initiatives within WMT in line with the Abellio group approach
- Supports the delivery of Abellio Graduate placements across WMT
- Leads an innovative range of blended learning and development interventions for all groups of employees that are aligned with achievement of the WMT business plans and objectives.
- Develops a business case to implement and embed a new central LMS and social learning platform.
- Builds stakeholder relationships to promote development tools and ensure practises are communicated, embraced and implemented by the WMT colleague population.
- Works with the Training Academy manager to deliver the annual training needs analysis and training plan.
- Manages the overall WMT sponsorship process.
- Develops best practice people activities and training events to support behavioural competency development for all employees, ensuring selected groups have realistic, stretching and active career and development plans.
- Acts as WMT's representative for external training bodies and forums, continually benchmarking WMT's learning & development policies with others in and outside the Rail Industry.
- Evidences ROI, utilising results measured through business KPIs demonstrating the impact of training, learning and development on performance.

5. Context

A: Operating Environment:

- Ensuring learning, training and development has visibility across the business, ensuring it delivers in line with business plan and the organisation development strategy
- Ensuring best leverage of cash available through robust plans and business cases
- Measures such that confidence, capability and standards can be satisfied after the intervention of development

B: Framework and Boundaries:

- Leadership development must be aligned to the Abellio Leadership framework
- Where possible, all leadership and management training should be accredited to ILM standards

C: Organisation:

6. Relationships

A: Reporting lines

The role reports to the Organisational Development Manager for the period of the maternity cover

B: Other Contacts:

The role interfaces with the Executive and the top 40 as well as other key internal stakeholders

Outside the Company:

External stakeholders comprise mainly of Abellio Group and Abellio Operating Company contacts as well as industry bodies and key suppliers of learning and development solutions.

7. Knowledge and Experience

- HR qualification e.g. CIPD or equivalent.
- Extensive learning and development, organisational development or training experience to deliver high level learning development programmes and OD interventions in a complex environment
- Programme management experience and experience of successfully managing supplier relationships
- Resilience to keep programmes on track

- Experience of managing and developing a team
- Customer focussed with the ability to manage a variety of stakeholder needs at all staff levels
- Influencing and negotiating skills to work with senior stakeholders to ensure buy in for L&D programmes and overcome resistance
- Ability to manage a high and complex workload
- Coaching and mentoring skills to be able to support managers and staff
- Facilitation skills and ability to present in an engaging manner
- Excellent research, analytical and written skills to produce reports, guidance, literature and policies
- Excellent verbal communication and influencing skills to deal with challenging stakeholders
- Interest and passion in Learning and Development

Desirable

- MSc Occupational Psychology or equivalent
- Level A and B qualified
- iP, Times Top 100 and business improvement experience
- Employee engagement experience to be able to lead on core engagement projects to improve engagement and customer satisfaction across the organisation

8. Job Challenge(s):

The business is undergoing significant culture change and becoming more customer-centric. This role will be key to supporting managers and colleagues to develop the skills required to successfully embrace change, live our values and contribute to business objectives.

9. Additional Information

10. Sign off

Job Holder:..... **Date:**.....

Manager:..... **Date:**.....

Nominated Deputies

If this is a KEY SAFETY POST (2D is "checked") a Nominated Deputy must be identified. The job holder must ensure that the Nominated Deputy receives a copy of, and is briefed on, this Job Description.

Job title of Nominated Deputy:

Name of Nominated Deputy:

Signature of Nominated Deputy:

Date:

As the Nominated Deputy for this post, I confirm that I have been briefed on the requirements of this job. If there are more Nominated Deputies they should sign further copies of this Job Description.