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| **Job Title:** | Learning & Development Manager | **Location:** | Based at Rail House |
| **Department:** | People | **Reports to:** | Head of HR |
| **HR Contact:** | Head of HR | **Financial Accountability:** | Budget Responsibility £??k |
| **People Responsibility:** | **0** | **Is this role safety critical?** | No |
| **Does the role have a dedicated deputy?** | **No** | **Name if Yes**  | Click here to enter text. |
| **Select the management level:** | Middle Manager |
| 1. **Context of the Role:**
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| **Purpose of the job**Reporting to the Senior Learning & Development Manager, responsible for providing expert advice and supporting a range of first-class learning and development services which will equip our people with the necessary skills and expertise that will enable them to realise their potential and play a key role in delivering Merseyrail’s business goals. **Job accountability**1. Deliver strategy, policy and frameworks for the development of management and leadership in the business, including a framework for talent management and succession planning
2. Assess various training and development options that will meet the development needs of the business ensuring the training is aligned to the business goals.
3. Develop and implement procedures and initiatives designed to promote employee development, actively championing the effectiveness of the Learning & Development service.
4. To develop coaching, mentoring and secondment schemes to support development and the achievement of Personal Development Plans.
5. Support the Senior Learning & Development Manager with the development and delivery of a suite of leadership and development courses identified through PDR’s, 121’s or through the HR Business Partners.
6. Support business wide competence is maintained on a monthly basis through gap analysis, reporting to Heads of’ and the booking of all external training in line with relevant CSM/Competency Matrix.

Ensure a robust performance management framework is maintained aligning individual objectives to business plan, core values and behaviours, to ensure performance management is embedded into the organization.1. To design and facilitate in-house solutions (e.g. workshops) as required.
2. Maintain supplier relationships, including negotiating market rates for cost effectiveness.
3. Exploit all opportunities to offset any training costs by taking advantage of any external funding that may be available.
4. Support the Senior Learning & Development Manager as the Merseyrail’s representative for external training bodies and forums, continually benchmarking Merseyrail’s training policies with others in and outside the Rail Industry, identifying best practice, partnering and funding opportunities.

Support the ongoing evaluation of all Learning & Development activity within the business and provide regular reports and recommendations to continually improve the Learning & Development Service. |
| 1. **Role Essentials**
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| **Decision making authority**Sourcing of training suppliersDesign of training coursesKeeping training spend within budget**Most challenging/difficult part of the job**Obtaining ‘buy-in’ from ToD/line managers for leadership development programmeDevelopment and co-ordination of leadership development plan for the business.**Experience, knowledge, qualifications and training*** Experience of working in a learning and development function or environment, preferably within an HR business partnering structure
* Ability to build personal credibility by demonstrating the organisation’s values, building trust with partners in the organisation and proactively contributing to organisational success.
* Experience of design, development, delivering and evaluation of learning solutions at all levels
* Interpersonal and relationship building skills, with excellent communication skills and the ability to understand the more appropriate communication tool within any given situation.
* Knowledge of the spectrum of possible Learning & Development interventions and experience of delivering improved business results.
* Experience of getting to know and understand the business and to identify how Learning & Development can best contribute to its success.
* Strong customer focus and proven ability to build productive relationships at all levels of the organisation.
* Demonstrable experience of developing comprehensive training plans.
* Experience of analysing return on investment and financial evaluation.
* Experience of using diagnostic tools, eg, GAP analysis, Training Needs Analysis etc.
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| 1. **BEHAVIOUR ESSENTIALS**
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| **Values and Behaviours** | **How will I be measured?** |
| Professional* Solution Orientated
* Accountable for self and team
* Delivers on promises
* Makes things hassle free
 | * Can inspire through setting clear goals, defining short and long term aims
* Delivers on financial targets
* Looks for opportunities to secure Merseyrail’s competitive advantage
* Reinforces and role models need for compliance against Merseyrail standards
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| proactive* Innovative
* Trust their people to deliver
* Embraces Change
* Decisive
 | * Has a range of flexible communication styles
* Uses own initiative to offer alternative solutions in light of a change of focus
* Assists in the development of the engagement strategy
* Is confident in explaining the benefits of their approach
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| inclusive* Delivers connected thinking
* Excels In stakeholder management
* Promotes diversity
* Enables people to excel
 | * Maintains open lines of communication with relevant colleagues
* Listens and responds with empathy – outs others at ease
* Is conscious of their own prejudices, biases and mental stereotypes
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| genuine* Builds trust and respect
* Understands the customer
* Straight forward
* Consistent and honest
 | * Shows a sincere and active interest in colleagues, customers and business initiatives
* Actively listens to others
* Checks with the customer that they are getting what they want
* Makes things simple and understandable
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| Last Updated By: | James Smith | Date | 07/01/2022 |