

Job description

Job Title: Learning, Engagement & Development Manager (LE&D Manager)

Directorate: Human Resources

Responsible to: Head of HR

Responsible for: Learning & Development Advisor

Purpose

Together with your small LE&D and wider HR Team, embed an inclusive learning culture at the Electoral Commission by making the most of people’s talents and developing them to their full potential to ensure continuous engagement throughout their employment. You will be passionate about helping people learn and better themselves regardless of their grade, experience, location or role but tied to this will be a strong focus on not just what the learner desires but what the organisation needs. The successful candidate will create a collaborative work culture, engaging the team both remotely and in the office using a variety of means including events, networking groups, social connect teams etc.

Diversity is key to the Commission and this individual will together with the rest of the HR team, Equality Lead and various staff working groups run events supporting an inclusive culture within the Commission.

Main responsibilities

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| Compose and deliver an all-encompassing inclusive L&D strategy and programme considering relevance of blended learning options such as coaching, mentoring, on-the-job training, lunch and learns, classroom training and e-learning through taking into consideration available feedback, employee forums and staff data. | 20 |
| Assess both individual, departmental and organisational learning and development needs by identifying skills gaps and future learning requirements through yearly Training Needs Analysis (TNA) and PDPs. | 20 |
| Install a systematic approach to determining employees’ performance, strengths and weaknesses by introducing a 360 feedback system and embedding this into an invigorated performance review process. | 15 |
| Empower and enable Heads of Departments develop their team members through career pathing, succession and workforce planning by ensuring regular catchups and 121s. | 15 |
| Identify external training partners and curate learning content and assess relevant learning and development options always promoting and embedding Equality, Diversity and Inclusion into the agenda. | 10 |
| Procure, implement and maintain a Learning Management System (LMS) to help develop, deliver, track and evaluate success of training for Commission | 10 |
| Manage training budgets and forecast current and future costs. Advise on the right course of action. | 5 |
| Keep abreast of latest learning and development products and approaches and update senior management and decision-makers on latest thinking. | 5 |

**Additional details**

Reporting in to the Head of HR, the LE&D Manager will be expected to create inclusive and innovative training events for all employees, from initial inductions to leadership programmes for senior Managers. They will lead, co-ordinate and develop the training processes and plans for the business. Offering guidance and support to the departmental management teams to ensure that employees are competent to undertake their day-to-day activities and are developed to reach their full potential. This will include the development of training plans and competency assessment to support the operational requirements of the business, and leading on workforce and succession plans to mitigate loss of key skills. The implementation of these processes must be conducted in line with the Commission's Vision and Values.

An essential skill of the LE&D Manager is the ability to promote diversity and inclusion in the workplace. The need to create awareness about a diverse workforce is pivotal. It Increases productivity and improves creativity and innovation as well as fights unconscious bias and ultimately provides the flexibility to hire from a vast talent pool, and so on.

The post holder will also install a systematic approach to determining employees’ strengths and weaknesses by introducing a 360 feedback system and collaborate with the HR team to re-energising the Performance Review Process that has been underutilised in the Commission.

The post-holder is responsible for making all day to day decisions about the effective running of L&D function with limited oversight/approval from senior managers. When approval is required (e.g. for changes to process or requesting additional budget) the post-holder is expected to present and recommend solutions through the Head of HR The post-holder is expected to keep the relevant managers and colleagues updated on progress against delivery, but otherwise to manage the scoping and delivery of the project with minimal support.

**Key Working Relationships**

This role reports to the Head of HR and sits in the HR Function working parallel with the HR Business Partner and the HR Operations Manager on delivering key people projects and initiatives but leading on all things Learning, engagement and & Development. It is responsible for an L&D advisor post who will support the Manager to execute the LE&D Strategy and day to day training needs. The HR Support Officer will have a dotted line into this post as it will be supporting on some Learning and Development initiatives.

It is essential that this post holder is comfort bale with liaising and engaging with senior leaders and stakeholders as they will have a significant amount of influencing and persuading the Senior Leadership Group and Executive Team encouraging them to think of innovative ways to develop and engage staff and to take ownership and help deliver and advocate the LE&D Strategy.

It is key that the post holder has commercial knowledge and experience in liaising with external Training Providers, being able to communicate key aims and deliverables and put across the culture, values and learning culture of the Commission. The role will also be working closely with the Head of Finance and Procurement as they are responsible for the L&D Budget, ensuring this is distributed fairly, evenly and strategically and will need to procure training providers in accordance with the Civil Service procurement procedures and framework.

There will occasionally be working relationships with Service users i.e. employees in terms of understanding and managing individual training needs although this mainly falls with the LE&D Advisor.

Person specification

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| **Category** | **Requirement** | **Essential or Desirable** |
| Qualifications | * A CIPD qualification or equivalent experience either Level 3 Foundation Certificate or Diploma in L&D (Level 3 QCF) or a Level 5 Intermediate Certificate or Diploma in L&D (Level 5 QCF). * Degree level or postgraduate qualifications are desirable, particularly in a relevant field including an MSC degree in training management and development. * Train the Trainer Qualification | **E**  D  D |
| Experience | * A minimum of 2 Years post qualification L&D experience in a fast paced environment * Previous experience of leading on L&D Strategies and Programmes * Experience designing training programmes and delivery of training to a variety of job levels * Ability to compile reports for regulatory and customer review * Good experience of working to system standards for compliance * Proven knowledge of implementing feedback system into an L&D Strategy * E-Suite training experience * Evidence of leading on and promoting EDI initiatives * Having rolled out blended learning options preferably in a hybrid environment. * Proven experience of workforce and succession planning * Experience working with an Learning Management System (LMS) * Having Commercial experience of liaising with Training Providers, venues and contractors ensure value for money and good fit with The Commission values. | **E**  E  **E**  **E**  **E**  D  **E**  D  D  **E**  **E**  **E**  **E** |
| Knowledge and skills | * Diverse communication and interpersonal experience; with the ability to adapt your communication style/method to effectively reach the audience * Strong analytical, organisation and planning skills with ability to prioritise effectively * Able to work on own initiative and adopt a variety of approaches dependent upon situation and context. * Good influencing skills * Strong people management skills including the ability to coach and develop others. * Proactive, Teamwork oriented and approachable * Excellent written and oral communication skills, with ability to use plain English to communicate content in a clear style | **E**  **E**  **E**  **E**  **E**  **E** |
| Personal qualities | * Ability to use initiative to solve problems, including meeting the needs of diverse stakeholders * A flexible approach to work and ability to manage changing requirements and business priorities as necessary * Possess an understanding of, and interest in, democracy and the electoral processes in the UK * Able to undertake travel across the UKwith notice | **E**  **E**  D  **E** |

**Bold type indicates minimum criteria**

Last updated: May 2022 by Denise Morgan, Head of HR