**University of London**

**Job Specification**

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| Job Title: | **Head of Learning and Development** |
| Department: | **Human Resources (Learning & Development)** |
| Level: | **9** |
| Post Number: |  |
| **Job Purpose:** | | * To lead the development and delivery of inclusive, effective learning and development strategies that provide demonstrable impact, an enjoyable learning experience, a return on investment, and that build expertise, resilience and workforce capability in support of the University’s strategic and operational aims and objectives. * To work collaboratively as a member of the HR Senior Leadership Team (SLT) to ensure seamless, integrated, customer-focused HR service delivery across the University, identifying and acting on opportunities for improved efficiency and customer experience and driving continuous improvement, in support of the People Strategy. * To provide collaborative leadership to the Learning and Development team, coaching, developing and empowering team members to deliver high performance in support of business outcomes. |

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| **Requirements of the role** | |
| **General**   1. Responsibility for developing and implementing strategies for development of employees in academic roles (in pathways including research and teaching, research, and teaching, educational needs and pedagogic research) and non-academic roles. 2. Develop constructive relationships with Deans, senior leaders and managers across the University, meeting regularly with them as the senior lead and subject matter expert on Learning and Development for academic and non-academic progression, providing advice and consultancy on workforce development and engagement, liaising with HR colleagues to ensure seamless integration with other HR team activities and initiatives. 3. Conduct Learning and Development needs analyses at an organisational, departmental and team level and develop strategies and interventions to meet those needs, in relation to leadership capability, delivering cultural change, developing digital skills, managing performance, promoting wellbeing, and optimising the benefits of a modern office/working environment (e.g. Hybrid Working). 4. Work with senior management teams across the University to design and implement organisational and staff development plans to develop the required capabilities, culture and behaviours to meet the specific needs of each area of responsibility, now and for the future. 5. Develop an effective infrastructure for Learning and Development initiatives and activities that promotes best practice, consistency and efficiency in needs analysis, design and evaluation of learning and engagement interventions. 6. Oversee the design, delivery and evaluation of Learning and Development, change and engagement initiatives, to ensure they meet operational and strategic objectives, are focused on transfer of learning while providing a good learning experience for participants, and demonstrate value for money. To include:    * Academic progression and promotions.    * Corporate Induction Programme.    * Interventions to build digital capability.    * Leadership and management development programmes.    * Corporate projects (eg Wellbeing Week, Learning at Work Week, etc).    * A programme of core activities (eg management skills, ICT, personal effectiveness, project management, academic and research, finance and procurement, etc).    * Mentoring.    * Job shadowing.    * Apprenticeships.    * Compliance training (including mandatory training and Health and Safety) ensuring that timely and good quality training is provided and monitored for completion, and working with internal stakeholders to ensure content is regularly reviewed and kept up to date.    * Others, as required. 7. Oversee the development of a succession planning and talent management framework for academic and non-academic roles that meets strategic objectives. 8. Work collaboratively with Partnering and with HR specialists (eg on performance and reward) to understand the drivers of effective organisational performance (academic, professional services and other areas) and ensure these are built into success/evaluation criteria for Learning and Development interventions. 9. Develop strong and constructive relationships with external providers and consultants to ensure they deliver in accordance with the University’s operational and strategic objectives and desired culture, and ensuring procurement protocols are followed. 10. Monitor the Learning and Development budget, ensuring financial and procurement procedures are adhered to, monitoring expenditure and flagging variances to the Deputy Director and Finance Partner as appropriate. 11. Ensure all Learning and Development activities and interventions reflect the University’s commitment to equality, diversity, and inclusion, liaising with the Head of Inclusion where appropriate. 12. Lead and support key cultural change projects that support the University’s Strategic People Priorities, particularly in relation to engagement and impact. 13. Be responsible for the analysis of Learning and Development management information, providing a narrative for the quarterly People Dashboard on trends, issues, risks, return on investment, transfer of learning and development of capability and capacity.   **Management responsibilities**   1. Provide motivational leadership and professional development to Learning and Development and other colleagues by role-modelling team values, collaborative working, open communication, mentoring, coaching and sharing experience, knowledge and good practice, so that the team delivers high quality HR to the University. 2. Provide strong leadership to the Learning and Development team and supportive line management to direct reports, coaching for effective performance and development, carrying out regular 121s and team meetings to ensure effective prioritisation, supervision and management of workload, and paying attention to wellbeing. |  |
| **Continuous improvement**   1. Promote effective cross-team working across HR, ensuring regular cross-team meetings take place to provide all colleagues with dedicated time to meet and discuss operational issues and ideas for resolution. 2. Lead and oversee delivery of service improvement initiatives, developing best practice processes in collaboration with colleagues across all teams, and taking a lead where Learning and Development aspects play a key role. |  |
| **Professional & Sector knowledge**   1. Keep abreast of recent developments and legislation changes relating to Learning and Development development (including academic development) and organisational development, maintaining up to date knowledge to provide expertise, advice on best practice and support to managers and staff, 2. Participate in meetings outside the University where appropriate, maintaining constructive links with Learning and Development colleagues in other HE institutions |  |
| **Other duties**   1. Actively follow and promote the University’s policies, including the Dignity at Work and Equal Opportunities policies 2. Maintain an awareness of and observe fire and health and safety regulations 3. Any other duties consistent with the grade and scope of the post, or as reasonably required of the post-holder by the reporting manager |  |

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| **Reports to:** | Deputy Director of HR |
| **Responsible for:** | Leadership & Management Development Manager, Learning & Skills Advisors (x 2), Learning & Skills Administrator |
| **Additional demands of the fole:** | The University operates a Hybrid Working framework involving a mix of working from home and attendance at the office. |

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| **Person Specification** |
| **EXPERIENCE & JOB-RELATED QUALITIES**  *Essential*  Previous experience or other demonstrable capacity of effectiveness in the following:   * Substantial experience in leading the design and successful delivery of academic progression strategies and interventions for different academic pathways (Research & Teaching; Research; Teaching). * Substantial experience in developing organisational Learning and Development strategies, development programmes, initiatives and interventions in a complex organisation across the spectrum of organisational needs, workforce profiles, professional orientations and learning styles. To include strategies to boost digital capability, management and leadership capability, diversity and inclusion and of leading corporate learning and development programmes. * The practical implementation of academic/theoretical models of learning in Plain English so they are easily understood by different audiences. * Stakeholder management and effective partnership working with a range of stakeholders, including Deans, senior leaders, managers, employees and external suppliers. * Carrying out needs analyses, designing, delivering and evaluating learning and development and Organisational Development initiatives (eg academic promotions, culture, engagement) and applying OD tools and techniques. * Providing consultancy, advice and guidance to managers and leaders at all levels on organisational development, leadership and management development, workforce development, cultural change, digital capability and of developing targeted initiatives that meet organisational and operational objectives. * Building equality, diversity and inclusion into learning and development and engagement interventions. * Developing and implementing succession planning and talent management frameworks. * Line management, including leading a function, with overall responsibility for delivery. * Developing learning and development policies. * Translating business needs into learning interventions and working collaboratively with colleagues to develop and deliver these successfully. * Knowledge and understanding of the complex business environment of Higher Education. * A sound understanding of the digital agenda and the use of technology to enable and support learning. * Commissioning external suppliers and effectively managing the relationships with them.   *Desirable*   * Experience of managing academic progression in a HE setting. |
| **TECHNICAL KNOWLEDGE & SKILLS**  *Essential*   * Excellent knowledge of tools and theoretical models in learning and development and OD and their practical application and of design, delivery and evaluation methodologies. * Excellent knowledge of academic progression pathways and their practical implementation. * Proven leadership and line management skills. * Excellent influencing skills at all levels. * Excellent written and verbal communication skills, including report writing skills. * Excellent stakeholder management (including consultancy) skills. * Critical analysis and evaluation skills to interpret, summarise and communicate complex statistical and other data (qualitative and quantitative), tailored to different audiences. * Excellent knowledge of succession planning frameworks and methodologies and their practical application. * A high degree of numeracy and literacy. * Excellent IT skills including Powerpoint, Excel * Knowledge of contemporary Learning Management Systems * Up to date knowledge/understanding of people/HR issues in a large, unionised organisation.   *Desirable*   * Working knowledge of Learning Management Systems |
| **EDUCATION & PROFESSIONAL QUALIFICATIONS**  *Essential*   * Chartered Member of the CIPD or similar relevant professional body * A professional qualification in learning and development or OD.   *Desirable*   * Masters/Degree level qualification in learning and development or OD * Chartered Fellow of the CIPD |
| **PERSONAL QUALITIES**  *Essential*   * Displays curiosity, humility, empathy, and openness to other feedback and other perspectives. * Is self-aware, understanding the impact of own actions on others and knowing when a change in approach may be needed. * Is self-confident, with professional gravitas and strong influencing and interpersonal skills to challenge constructively, build rapport and influence strategic decision-makers. * Stays calm and displays personal resilience in a crisis or in the face of setbacks. * A supportive leader and manager who works collaboratively to enable others to work at their best, and develops professionalism and high performance in others. * A good communicator, with excellent presentation and facilitation skills, able to translate complex data and messages for different audiences. * Does not shy away from conflict, addressing this sensitively, objectively and constructively. * Captures learning to identify improvements and influence strategic decisions and policies for the future. * Demonstrates integrity in the handling of personal data. * A collaborative team player who works well with others to deliver a good service. * Is curious, proactively identifying issues and working to find practical solutions. |
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