

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Learning and Development Manager
<b>MANAGED BY:</b>	Head of HR and OD
<b>GRADE:</b>	11
<b>REPORTS:</b>	Learning and Development Advisor

### THE ROLE

The Learning & Development Manager plays a key role in ensuring the development and enhancement of the MCA's workforce capabilities, aligning with organisational objectives and strategic priorities. Reporting to the Head of HR, the role will lead on the identification, design, delivery, and evaluation of innovative learning solutions to support cultural transformation, leadership development, and the advancement of organisational well-being, diversity, and inclusion.

This role is critical in building capability across the organisation, enabling the workforce to deliver on Mayoral priorities and strategic goals. Collaborating closely with HRBPs, senior stakeholders, and the Corporate Leadership Team, the Learning & Development Manager will also manage the L&D budget, statutory training, and compliance, ensuring effective and equitable delivery of learning initiatives.

#### Key Attributes:

- **Strategic Visionary:** A forward-thinking individual who can design and deliver impactful L&D strategies aligned with organisational priorities.
- **Collaborative Leader:** Skilled in building trusted relationships and fostering collaboration across teams and stakeholders.
- **Data-Driven Decision-Maker:** Confident in analysing and interpreting data to inform L&D priorities and measure success.
- **Innovative Problem Solver:** Proactive in identifying opportunities for improvement and delivering creative solutions.
- **Inclusive Role Model:** Committed to embedding equity, diversity, and inclusion into all aspects of learning and organisational development.

The Learning & Development Manager will work strategically to enhance workforce capabilities, ensuring the MCA is equipped to navigate a complex and evolving environment successfully.

The Learning and Development Manager has line management responsibility for the Learning and Development Advisor.

## KEY RESPONSIBILITIES

### **Strategic Learning and Development Leadership**

Devise, develop, and maintain an organisation-wide Learning & Development (L&D) strategy to align workforce capability with the MCA's strategic priorities.

Collaborate with HRBPs, senior stakeholders, and the Corporate Leadership Team to identify organisational and directorate-specific learning needs.

Lead the creation and implementation of annual L&D delivery plans, ensuring alignment with budgetary constraints and organisational goals.

Act as a trusted advisor to senior leaders, providing strategic guidance on L&D priorities and workforce capability development.

### **Learning Needs Analysis and Delivery**

Conduct regular Training Needs Analyses (TNA) to identify current and future learning requirements at organisational, team, and individual levels.

Design and deliver tailored L&D programs to address workforce gaps and support leadership development, employee engagement, and culture change.

Partner with the Talent Acquisition Manager to develop career pathways that attract, retain, and grow talent, including early career initiatives and apprenticeship opportunities.

### **Leadership Development and Cultural Transformation**

Lead the design and delivery of leadership development programs, ensuring alignment with the organisation's strategic goals.

Support cultural and behavioural change initiatives by embedding values, behaviours, and inclusion into all learning activities.

Collaborate with the Head of HR and EDI Partner to ensure L&D initiatives contribute to diversity, equity, and inclusion objectives.

### **Compliance and Statutory Training**

Ensure the provision and delivery of mandatory and statutory training across the workforce, maintaining compliance with legal and regulatory requirements.

Liaise with internal subject matter experts to regularly review and update training content to ensure relevance, accessibility, and effectiveness.

Monitor and report on compliance rates, providing guidance and support to managers to meet training requirements.

### **Data Management and Insights**

Lead the management and optimisation of the Learning Management System (LMS), ensuring it meets organisational needs and provides robust training records.

Analyse and interpret L&D data, contributing to the HR KPI dashboard and providing insights to inform strategic workforce planning.

Provide accessible data to managers, enabling them to track and improve team capability and compliance rates.

### **Project Management and Continuous Improvement**

Lead key L&D projects, including the commissioning and evaluation of external training providers for initiatives such as leadership development and graduate programs.

Continuously evaluate the effectiveness of L&D initiatives, using feedback and data to drive improvements and demonstrate impact.

Support organisational transformation by contributing to change management initiatives and workforce planning strategies.

### **Team Leadership and Collaboration**

Manage and develop the L&D team, including performance reviews, objective setting, and professional development.

Foster a culture of collaboration and innovation within the L&D team, aligning their work with organisational objectives.

Represent the HR team at strategic-level project working groups, ensuring L&D initiatives are integrated into wider organisational plans.

### **Stakeholder Engagement and Relationship Management**

Build and maintain strong relationships with internal and external stakeholders, including learning providers, regulatory bodies, and corporate partners.

Act as an ambassador for L&D, championing its value in creating a high-performing, motivated, and engaged workforce.

Collaborate with the Internal Communications and Engagement Manager to support employee engagement activities and ensure alignment with organisational values.

## PERSON SPECIFICATION - ESSENTIAL CRITERIA

### Qualifications and Knowledge

- Membership of CIPD or the Learning and Performance Institute (LPI).
- Extensive knowledge of adult learning theory and organisational development practices.

### Experience

- Experience of identifying current and future skills requirements of an organisation
- Proven track record in designing and delivering tailored L&D programmes that support different learning styles and techniques.
- Experience of leveraging learning initiatives to foster diversity, equality and inclusivity
- Experience managing complex projects and delivering solutions in a changing environment.
- Demonstrable experience using data to evaluate learning outcomes and inform decision-making.
- Experience of line management of L&D professionals.

### Skills and Competencies

- Ability to create inclusive learning environments that promote and embed DEI principles
- Strong interpersonal and communication skills, with the ability to engage a wide range of stakeholders
- The ability to manage and work effectively in a politically complex environment
- Exceptional analytical and problem-solving skills.
- Proven ability to manage competing priorities effectively.
- Skilled in coaching and mentoring to support individual and team development.

## DESIRABLE

### Qualifications and Knowledge

- Educated to degree level in a relevant discipline.
- Extensive knowledge of early careers programmes and apprenticeships opportunities

### Experience

- Experience of designing and implement career pathways to facilitate succession planning
- Experience of supporting change management initiatives through learning interventions