**Job and Person Profile (JPP)**

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| **Job details** |
| **Job title** | Learning and Development Manager |
| **Job Reference** | 20772 |
| **Grade and Salary** | 7 - £48,163 - £58,850 per annum (pro rata for part time)This role includes performance related pay progression |
| **Service and Team** | Corporate Learning and Development, Human Resources |
| **Location** | Endeavour House, 8 Russell Road, Ipswich IP1 2BX – Hybrid working |
| **Hours per week** | 37 |
| **Status** | **Permanent**  |
| This role may offer the following flexible working options | * *Working part time hours (eg different hours/days to those advertised)*
* *Job sharing*
* *Working compressed hours (eg a nine-day fortnight)*
* *Use of flexitime / time off in lieu*
* *Hybrid working options, including some home working*
* *Working from different Council buildings*
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| **About us** |

As a modern and effective council, we understand the importance of being flexible and well-connected in the ways we work. We focus our ambitions on doing what’s right for people, our partners and our communities - both now and for the future.

That’s why, as one of the largest employers in Suffolk, we believe in empowering everyone. Through career variety and collaborative working, accessible career paths and professional development.

The support and care we offer encourages and enables you to be the best you can be. To make a meaningful impact on the world around you. To achieve a unique sense of pride in what you do, why you do it and where. **Reimagine the possibilities.**

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| **Main purpose of the job** |

Working closely with HR managers, lead team and attending key corporate meetings, you will be responsible for identifying the current and future knowledge, skills and experience required of the workforce (Corporate, opposed to specialist technical skills) and develop a plan of commissioned learning and high-quality e-learning that will find efficiencies of scale while meeting the learning needs of SCC.

To programme manage a range of corporate learning and development and OD programmes including commissioning, contract management, content development and ensuring that the corporate offer is fulfilling the needs of the organisation against our business objectives and workforce strategy.

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| **About the team**  |

Our aim for the HR service is to create a positive and productive working environment for everyone and recognised as making a difference to Council services and outcomes by being supportive, challenging, innovative and value for money. We will be instrumental in helping services across the organisation deliver against their goals through the provision of robust and creative people solutions. We will get the basics right first time, every time and be trusted to deliver in all that we do.

The corporate Learning and Development (L&D) team is a small, highly motivated team which delivers against several high-profile elements of SCC’s Workforce Strategy goals, supporting the development of our workforce through the development of our Leadership & Management, Statutory & Mandatory e-learning and other learning and development activities.

We work closely with colleagues across the HR service, including our HR Lead team, managers and professionals across SCC and external training providers and partners.

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| **What you will be expected to deliver in the role** |

* Be the professional lead for corporate learning, providing strategic advice, guidance and support where needed.
* Drive an organisation-wide corporate learning approach in collaboration with HR colleagues and senior stakeholders.
* Programme management of SCC corporate learning offer, in line with our workforce strategy and business needs. To include:
* Production of annual plans
* Action plans for programmes
* Risk analysis
* Evaluation and impact measurement
* Work with a broad range of stakeholders, across the HR service, wider organisation and externally, ensuring that the workforce strategy is supported through commissioning of learning and development that is impactful to the business.
* Work in partnership with HR Strategic Partners, Managers and Head of HR to understand the learning and development requirements that emerge from strategic planning and service transformation.
* Conduct corporate learning needs analysis to identify current and future organisational learning and development requirements to inform a learning & development commissioning plan.
* Ensure that all learning and development activity delivers to agreed level of impact and that evaluation measures evidence business improvement and return on investment.
* Commission high-impact, value-for-money interventions to meet corporate learning priorities.
* Provision of contract management for any contracts associated with the provision of the learning and development function, including e-learning content provider, staff survey provider, any commissioned training and development.
* Provide oversight and direct challenge with commissioned providers where performance is not satisfactory
* Identity corporate trends and themes and work to develop a strategy for building capabilities and competence in those targeted areas.
* Provide specific subject matter expertise / support to HR colleagues making the most of individual strengths and experience within the team
* Line management of corporate learning Partner and small team of reportees to this role.

Although this list provides examples of what you will be doing it’s not intended to be exhaustive, and you will have personal objectives linked to our People Plans and Strategies that will be discussed and agreed with your line manager when you start.

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| **Person Profile – what you will bring to the team** |

**Qualifications and professional memberships**

1. Level 7 CIPD qualified or equivalent level of qualification or knowledge and experience

**Values and personal qualities**

1. Demonstrates a passion for making a positive difference for Suffolk.
2. Shares our [WE ASPIRE](https://www.suffolk.gov.uk/jobs-and-careers/working-for-suffolk-county-council/our-weaspire-values/) Values and strives to lead by example in relation to these.
3. A strong commitment to fairness and Equality, Diversity and Inclusion (EDI).
4. Strives to continuously improve in everything they do, taking the initiative to learn and develop.
5. Brings creativity into their work through innovation and openness to change.
6. Collaborates well with others and offers assistance and support to colleagues.

**Specialist knowledge skills and experience**

1. Proven experience in designing and delivering learning strategies in complex environments
2. Strong understanding of adult learning theory, digital learning, and behavioural science
3. In-depth knowledge and experience of developing and embedding solutions to drive forward cultural and behavioural change
4. Proven experience of managing a range of successful OD and Learning and Development programmes to time, cost and quality
5. Clear project management skills, including risk management, problem solving, stakeholder management, and problem solving.
6. Skilled in conducting learning needs analysis and developing flexible, blended solutions
7. Practical, demonstrable experience of commissioning, procurement and contract management to and from learning suppliers
8. Previous experience of successful contract management ensuring quality of content and value for money.
9. Critical thinking skills and the ability to analyse complex data and take action based on the outcome
10. Excellent facilitation, coaching and influencing skills
11. Ability to establish and maintain good working relationships with people from a wide range of professional backgrounds
12. Experience of working within a complex environment and managing relationships with key stakeholders
13. Experience leading or contributing to organisational change projects
14. Experience of the commissioning of high-quality learning
15. Knowledge and practical application of analytical approaches such as cost/benefit analysis and risk analysis
16. Ability to manage difficult and often competing demands and reprioritise your activities and those you manage

**It would also be desirable to have**

1. Coaching qualification,
2. Psychometric testing certification

If you think you have what it takes to be successful in this role, even if you don’t meet all the criteria, please apply. We’d appreciate the opportunity to consider your application.

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| **Travel requirements** |

* **Infrequent Travel** - On occasions, there may be a requirement for you to travel using reasonable and suitable means available to you.

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| **Our values – WE ASPIRE** |



At Suffolk County Council our WE ASPIRE values set out the behaviours we expect from everyone in the organisation regardless of who they are, what their role or grade is or where they work.

The values have been developed through feedback and input from employees at the council and underpin how we go about our everyday work. They define us and help us to be the best we can be.

Visit our [**careers pages**](https://www.careers.suffolk.gov.uk/) for more information on our WE ASPIRE values.

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| **Our Customer Commitment** |



In addition to our WE ASPIRE values, we also have a **Customer Commitment** which sets out a number of strong principles that help support high standards of customer service and care that we can all endeavour to consistently demonstrate.

For more information, view our [**Customer Commitment poster.**](https://sccrecruit.blob.core.windows.net/assets/SCC/Other-Docs/17.06.2020_%20CUSTOMER_COMMITMENT_POSTER.pdf)

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| **More information for recruitment applicants** |

We offer a fantastic working environment including diverse and active staff networks,

great flexible working options and many benefits, as well as the opportunity to improve the lives of Suffolk residents.

Visit the [**Suffolk County Council career website**](https://www.careers.suffolk.gov.uk/) to learn more, including information about adjustments to recruitment processes, our interview schemes and other commitments to equality, diversity and inclusion.