



JOB DESCRIPTION

Job Title: Senior Learning & Development Manager

Department: Privy Purse & Treasurer's Office

Section/Branch: HR

Location: Buckingham Place

Reporting to: Head of Learning & Development

Job Context

The Royal Household employs over 1,200 people, is made up of five departments comprising 67 teams and over 400 different job roles, covering a broad range of skills, industries and professions. Employees are principally located in London, Windsor and Edinburgh.

Part of the HR function, and working closely with HR Business Partners, the L&D team work across all job functions and locations to facilitate and enable the development of individual, team and organisational performance.

Organisational Chart



Job Purpose

Continuous improvement is at the heart of what we do. The role of the Senior Learning & Development Manager is critical in enabling and supporting the organisation to build capability, improve performance and ultimately push things forward.



This role involves a wide and varied range of responsibilities. As Senior L&D Manager you will underpin the Head of L&D on organisational development initiatives and work closely with HR Business Partners and Branch Managers to identify development strategies in support of business priorities.

Responsible for a core schedule of blended learning activities, induction days, bespoke interventions and a portfolio of management development programmes, this role will involve building relationships and supporting colleagues at all levels across the organisation.

At an operational level, you will manage the L&D team, overseeing their performance and development and planning workloads. You'll also manage end-to-end training and development activities and co-ordinate L&D resources.

Fostering a culture of learning and continuous improvement will be at the centre of all that you do.

Principal Accountabilities

Strategy, planning and management

- To support the Head of Learning and Development in establishing and agreeing the L&D strategy; contributing insights from your work with HR Business Partners, line managers and through analysis of Performance and Development reviews and other relevant data.
- To work closely with HR Business Partners and line managers, acting as an internal consultant in order to identify and align learning and development to Departmental, team and individual needs.
- To review and manage the annual core learning schedule, ensuring the range and availability of development meets the needs identified in Departmental business plans and the L&D/HR strategy.
- To monitor and evaluate the effectiveness of Learning and Development, using a range of management information to demonstrate its contribution to improved performance.
- To work closely with other teams who have responsibility for employee skills and knowledge development (i.e. IT, Health and Safety), to ensure activities are relevant and aligned to household priorities.
- To manage and develop the L&D Advisor and the L&D Administrator; ensuring their work is well planned, and that they have opportunities for personal and professional development.
- To regularly review the effectiveness of Learning & Development processes, systems and procedures to ensure high standards of customer service and continuous improvement is achieved.
- To manage the budget for core and on-line development, ensuring value for money.



Online learning and systems

- To be responsible for the management and ongoing development of the Learning Management System, acting as 'account manager' to the supplier, working closely with them to design and implement system enhancements and resolve user issues.
- To increase the range of online learning opportunities by designing and creating engaging content to support compliance training and skills development, and encouraging a culture of ongoing and self-managed learning through online technologies.

Design and delivery

- To design, implement and deliver a blended learning framework to support individual, team and organisational development; encompassing e-learning, classroom training, coaching, etc.
- To manage and co-deliver the accredited management programme portfolio (ILM and CMI), liaising with external consultants and providing cohorts with coaching and mentoring support.
- To design and deliver bespoke team building and/or team development events and activities using a blended approach.
- To oversee the delivery of the central Household induction seminar, ensuring content is current, relevant and engaging.
- To work with HR Business Partners to design and deliver a range of performance management training and guidance to line managers.
- To commission and co-ordinate a range of specialists and consultants who can provide high quality and cost effective solutions.

Job Dimensions

The Senior L&D Manager reports into the Head of L&D and is responsible for the day-to-day running of the function, its resources and the management and development of the L&D Team.

Budget responsibility for on-line development and the core schedule.

Decision Making Responsibilities

You'll be expected to resolve most of the day-to-day issues around policy, process or people, but should consult the Head of L&D on any decisions relating to strategy or more complex issues.



Practical Requirements

Your main place of work will be Buckingham Palace; however, visits to Windsor and Edinburgh will be required from time-to-time. Normal working hours are 37.5 per week Monday – Friday, but due to the nature of the role, a flexible approach will be required.

Person Specification

Household Competencies

- A driving force for change; constructively challenging the status quo and looking for new and better ways to get things done.
- Well organised and able to effectively balance strategic and operational priorities, and with a good track record of managing projects and everyday tasks.
- A capable people manager, able to motivate and develop a team, delegating effectively in order to grow capability and confidence.
- Resourceful, agile and creative, able to effectively utilise resources to deliver exceptional results on a limited budget.
- A committed team player with a highly collaborative style; you'll be able to establish and manage relationships at all levels.
- Excellent written communication skills and able to produce work that is clear, accurate and appropriate for varied audiences.
- Natural people and communication skills, you'll be able to communicate with conviction, credibility and influence at all levels, and you'll be an assured presenter.
- An internal customer champion, you will be able to analyse information, utilise feedback and data to improve service delivery.
- You will be committed to your own continuous learning and self-development and will devote time to developing and coaching your own team.

Qualifications, knowledge and experience

- Educated to degree level (or with equivalent experience), with a relevant HR/L&D qualification and a proven track record in a similar role.
- A track record of delivering forward thinking L&D initiatives and experienced in business partnering to a senior level.

This document is not contractual and may be subject to change following consultation with the post-holder.



- A good working knowledge and proven application of the full learning cycle,
- Experienced in working with Learning Management Systems and one or more e-learning authoring tool to develop engaging on-line content.
- Previous experience of designing and delivering leadership and management development programmes
- Not restricted to the delivery of training, you will see yourself as an enabler and facilitator who can empower and inspire others to be the best that they can be.
- Experience of managing projects and/or implementing an online learning system.

Desirable

- Accredited and experienced in delivering psychometric tools to support individual and team development (e.g. MBTI, SDI, Belbin etc).
- Qualified in coaching and/or facilitation.