

Children, Education and Families

Learning and Development Manager

Directorate: Learning and Development, HR Services, Strategy and Partnerships

Reports to: Head of Learning and Development

Grade: P3

Location: Cambridgeshire, Hybrid Working

Job Purpose

To lead the development and delivery of learning and development interventions for colleagues in the Children Education and Families (CEF) workforce. In partnership with the Children's Social Care Academy Manager, colleagues and stakeholders, develop best practice solutions using in-house and external capability that aligns with CEF ambitions, its identified areas of focus, and specialist practice areas. To deliver workforce development activities that embrace new ways of working and exploit technology. To manage a team of Learning and Development (L&D) professionals and provide management oversight and governance of the Apprenticeship and Qualifications Centre.

Accountabilities

Leadership and Management

Provide day to day management support to motivate and lead a team of L&D professionals ensuring optimal team performance and personal outcomes are discharged in a professional, competent and creative manner.

Deliver excellent apprenticeship and qualifications by influencing, leading, supporting, planning and directing the delivery of apprenticeship training as a registered Training Provider. Ensuring this is delivered to the standards set out by overseeing bodies including Ofsted and Awarding organisations, whilst seeking opportunities to generate income aligned with budget expectations.

Be a proactive member of the L&D management team and contribute to overall management and development of the council's L&D service and learning offer

To advise the Head of Learning and Development (L&D) on innovative and creative solutions that support the embedding of new skills and knowledge.

Partnerships and Collaboration

Work collaboratively with the CEF Leadership Team and the Children's Social Care Academy Manager and other L&D colleagues to develop an annual learning and development plan, including leadership development and career frameworks, aligned to the council's People Strategy, CEF priorities and audit framework, and delivered within the available budgetary and resource envelope.

Develop opportunities to work in partnership with other agencies to deliver a value for money L&D programme of activity, across multi-sited / multi-faceted organisation and develop a commercial proposition for new customers.

Learning diagnosis, design, delivery and evaluation

Implement the learning elements of the CEF strategic Workforce and Development Plan. Ensure learning is aligned to skills and capability gap analysis process which informs the development of L&D frameworks for key customers/stakeholders and professions. Develop and implement innovative programmes and learning to enable change and support professional development.

Support learning needs analysis work to inform the development and/or commissioning of new learning interventions and to work collaboratively with the Children's Social Care Academy Manager and wider L&D colleagues to ensure all learning interventions and content are harmonised and consistent to meet CEF's ambitions and priorities.

Oversee the design, delivery, or commissioning, of appropriate training courses and other learning interventions. Maximise networking opportunities and identify best practice to become market leaders. Develop a resourcing strategy to blend in-house learning with cost effective commissioning of the external market to ensure the L&D requirements can be delivered effectively and meet CEF's ambitions and priorities.

Develop a range of interventions that will ensure the embedding of the culture and behavioural changes necessary to manage change effectively and create effective, compassionate and inclusive leaders and managers; and outstanding and valued employees who have the capability to provide excellent services.

Lead the development and delivery of short, focused learning interventions that rapidly respond to, and address identified knowledge and skills gaps in response to CEF quality and performance reviews.

Work with Education leadership to coordinate the learning offer to embed Inclusion For all-our agreed approach to support an inclusive workforce.

Consider participant feedback, impact evaluation and the relevant learning outcomes and budget to support the delivery of the CEF workforce development activities to support transformational change, ongoing professional development and council priorities.

To provide regular reporting and assurances to the CEF management team on the utilisation, effectiveness and measurable impacts of the whole CEF learning offer and how these are meeting CEF's ambitions and priorities

Equality, Diversity and Inclusion

Ability to demonstrate awareness/understanding of equal opportunities, anti-discriminatory, anti-racist and anti-oppressive practice and other people's behaviour, physical, social and welfare needs.

Embed principles of equality, diversity, equity, and inclusion in all learning and development initiatives. Ensure learning and development programmes meet the diverse needs of all colleagues, including neurodiverse individuals, by using inclusive teaching methods and resources. Foster a culture where everyone feels valued and supported, and differences are seen as assets that enhance the CEF workforce's collective capability.

Person Specification

Education and Qualifications

Essential

One of the following

- Educated to degree level

or

- Level 5 CIPD Learning and Development qualification or equivalent at certificate level or above

or

- L5 Learning and Development Consultant Business Partner Apprenticeship

And

- Evidence of personal Continuous Professional Development

Experience and Knowledge

Essential

- Managing a high performing learning and development team to deliver the requirements of an organisation.
- Experience of effectively managing a budget
- Track record in the development of commissioning framework and models
- Knowledge of a range of adult focused coaching/ learning models and their practical application
- Experience of evaluating quality interventions to demonstrate return on investment and value for money.
- Commercial experience in developing solutions and engaging new customers
- Excellent planning, project management, prioritisation and organisational skills.
- Significant experience of innovative L&D delivery that supports the development of children's professionals and the legislative frameworks that underpin their practice and service provision.
- Experience of developing and implementing a learning/ training strategy across a multi-sited / multi-faceted organisation.
- Extensive experience in developing best practice learning and development solutions that meet business requirements.
- Experience in co-ordinating and delivering training/learning interventions in support of organisation and people change programmes.
- Extensive experience of the evaluation of training and learning needs across a multi sited business.
- Demonstrate the ability to work in partnership with key customers to deliver workforce development outcomes

Desirable

- CIPD qualified
- Experience of acquiring substantial new business/new customers
- Knowledge / experience of apprenticeship training delivery as a registered provider on RoATP.

Skills

Essential

- **Learning Methods:** able to use a variety of learning theories and methods that maximise learner engagement, learning transfer and impact.
- **Digital skills:** confident in using available systems to design and deliver learning interventions (including using LMS and virtual classrooms) able to present/ analyse data and competently use spreadsheets for budget purposes.
- **Budget Management:** Able to combine operational day to day financial management with longer range financial planning, to ensure learning activity is delivered to quality and within budget and finance procedures are followed.
- **Management and Leadership:** Able to inspire, guide and support a range of professionals to deliver agreed outcomes and manage the performance of others.
- **Professional development and continuous learning:** Committed to learning and developing own knowledge in a way that benefits the organisation and understanding of how to integrate current and future trends in adult learning and motivation into the organisation's learning approach
- **Flexibility:** Willingness and ability to take a flexible approach to achieve excellence
- **Drive/motivation:** Self-motivated, shows energy and enthusiasm; driven to achieve high personal work standards.
- **Organisational Skills:** Ability to carry out self-directed activity, through good organisational skills and the ability to prioritise, and able to meet deadlines.
- **Problem solving:** Ability to generate creative and innovative solutions to problems, that are underpinned by research / proven evidence.
- **Engaging others:** Able to work respectfully with diverse groups both within and external to the organisation, ensuring all voices are listened to and supported to contribute.
- **Communication Skills:** Ability to influence and communicate effectively with a wide range of people. Excellent written and oral reporting skills.