

JOB DESCRIPTION

Head of Learning & Development

BACKGROUND

We want enthusiastic and energetic people who will create a great experience for our customers and share the following values. Edinburgh Leisure **makes a positive difference** by:

welcoming all,
each one of us **caring** about what we do,
being **passionate** about how we do it,
and feeling **proud** of what we achieve

JOB PURPOSE

To enable, support and benchmark all learning and development opportunities and activity to ensure that all our people are being developed in line with the business strategy.

KEY RESULT AREAS

Key Responsibility	Expected time spent (%)
1. Lead and manage the Learning and Development Team aligning their aspirations with business interests to provide exceptional customer experiences that are recognised for adding value to the business.	40%
2. Plan, implement and manage value for money leadership initiatives that develop EL Competencies increasing the capability of our managers/leaders.	20%
3. Ensure EL Purpose, Vision and Values are translated into our Talent Management Strategies and embedded throughout the organisation through our L&D Services, Products and Priorities.	10%
4. Identify future Learning and Development provision through collaborative working with SLT, Heads and other key stakeholders ensuring annual L&D Programmes and Priorities are aligned to EL business. Lead the L&D Academy to ensure consistency, best customer service and efficiencies.	10%
5. Provide an internal consultancy service to SLT, Heads, Managers and individuals to identify L&D needs, recommend solutions and when appropriate provide the solution.	10%
6. Manage the L&D budget and other resources to increase internal capacity and external funding opportunities to further develop the L&D function and provision.	10%

RESPONSIBILITY FOR RESOURCES

Responsibility for staff:	3 L&D Specialists
Responsibility for finance and level of financial control:	L&D Budget of C£40K p.a. (excluding staff)
Responsibility for Physical Resource:	Usual office and training equipment plus training and development materials.

Responsibility for Data and Information:	Responsible for monitoring and reporting on L&D performance. Works with confidential information relating to delegates. Works with business sensitive information on a regular basis in a capacity as a Head of Service and providing L&D advice to the Strategic Leadership Team.
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GUIDELINES AND EXPECTATIONS

Authorities & Limitations
<ul style="list-style-type: none"> Responsible for the L&D provision in Edinburgh Leisure, making decisions and recommendations to the business to ensure that the training and development of our people is: <ul style="list-style-type: none"> aligned with the needs of the business and the aspirations of individuals supports continuous performance improvement continues to create a learning culture Provide a consultancy service to the Senior Leadership Team (SLT) and Managers: <ul style="list-style-type: none"> supporting them to become more agile in their approach and to develop their strategic thinking, especially relating to learning and development to grow leadership, talent and technical capability to encourage them to think about talent planning and sharing. Provide L&D advice and consultation on the design and delivery of people development strategies to drive consistency and new ways of working Sets the L&D standards, policies and procedures and helps the team to deliver to these – reviewing and amending as required. Monitors the performance and benefits of L&D activity through the measurement and reporting of Key Performance Indicators. Is responsible for the allocation of L&D resource (people, budget and materials) to get maximum benefit from the investment. Works with HR and SLT to ensure that our talent is managed effectively now and in the future.

Communication & Representing the Organisation
<p>This is a key skill set for this post. You must be an effective and skilled communicator, both in direct delivery and in advising others in how to communicate effectively. You need to be able to adjust your message to suit the needs of your audience and your customer. Your skills include:</p> <ul style="list-style-type: none"> Written (e.g. plain English reports, proposals, course descriptors etc.) Spoken (e.g. consultation, diagnosis, delivery) Facilitation (e.g. course delivery, chairing meetings, facilitating workshops) Listening and Questioning (e.g. coaching, diagnosis, facilitation) <p>You will:</p> <ul style="list-style-type: none"> be able to influence and persuade people, using effective diagnosis, objection handling and appropriate evidence to help engage managers with the right solution for their needs drive and implement business and cultural change programmes, collaborating with key stakeholders in order to facilitate change be a skilled coach and mentor, putting the skills into practice and able to support others to develop these skills be a positive role model and demonstrate our values. Your customers are our staff, our managers and SLT. You will also represent EL when you are working with your suppliers and when you carry out external benchmarking and network. produce management information and statistics, identify trends and opportunities and recommend proactive solutions.

- develop effective relationships throughout the business and work with people creating development and implementation plans.
- be adept at designing and facilitating programmes, classroom based training, workshops and sessions.

You will also need to engage and partner with external providers as well as colleagues who also provide internal training. There is about a 80/20 split in favour of using internal experts' v external providers.

Safeguarding Our Customers

You are expected to take an active role in the duty of care to yourself, your colleagues and your workplace – take action if you see a potential hazard.

You will ensure that fit for purpose Welcome and Induction and on-going compliance training can be delivered consistently across the business.

Customer safety and wellbeing is at the heart of what we do, and you and your team will be responsible for ensuring that our learning and development activity helps our staff to adopt safe working practices (looking after their own safety and the safety of our customers), demonstrates our values and is in line with the business objectives.

Problem Solving

Your customers all have different needs and you must be able to balance these with the needs of the business and available resources. You are expected to work with your customers to help them diagnose their problems, identify and assess possible solutions and then help them to implement the agreed solutions.

You will oversee the L&D planning processes, working with your team to make sure that all activity is planned effectively, meets the needs of customers and is aligned to the business. You will need to make difficult decisions and recommendations, balancing the needs of the business, the needs of the individual and the available resources. You will be able to identify the impact that actions have across the business and provide advice and guidance to effectively manage the impact of setting a precedence and/or expectations.

You will work with SLT to help them to identify development activity that is required to successfully deliver the longer term goals of the business.

Impact on Organization

Our people are at the heart of our service, and their ongoing training and development is critical to our success. Your role is to ensure that the correct focus is maintained on developing our people now and for the future – so that the business is fit, agile and able to meet future challenges effectively.

JOB DEMANDS

Physical	This is an office based role, with some course delivery. Course delivery can involve some travel around Edinburgh, manual handling (course materials) and a lot of standing/walking around.
Mental	The majority of your work is planned, often months in advance. However, you must be able to adapt and change plans to help and support the business if changes happen. The work involves deep concentration and attention to detail. You need to understand the consequences of actions on all areas across the whole business.
Emotional	You will be dealing with people with a variety of needs and expectations. You need to be able to ensure that the learning environment is safe and that people can express themselves. You will occasionally need to deal with emotional situations in order to help someone move on and learn.
Environmental	The work is based in a mix of our offices and venues, with some hybrid working.

PERSON SPECIFICATION

Qualifications and Attainments:	
Essential	Desirable
Chartered Member of CIPD, with evidence of ongoing Professional Development. Significant experience of working in an L&D role, with management experience.	Chartered Fellow Experience of leading an L&D function.
Knowledge and Experience:	
Essential	Desirable
CIPD HR Skills – level 3 and/or 4, particularly in Learning and Development, Resource and Talent planning, Organisational Development and Employee Engagement. Significant evidence of successfully delivering the following: <ul style="list-style-type: none"> • Learning needs analysis • Course development • L&D planning • Managing L&D resources • Leading a team • L&D delivery, including digital and blended learning • Coaching and mentoring • Project management • Monitoring and evaluation • Advising senior leaders • Action Learning Experience of working in a customer service environment	Experience of working in the sport and fitness sector Experience of working in a multi-venue, 7 day a week, service environment Experience of working in a not-for-profit environment
ESSENTIALS Behaviour Standards	Leadership by EVERYONE & MANAGER

DISCLOSURE/PVG REQUIREMENTS	
Basic	

I have read and understand this job description and I am clear about what is expected of me in this job.