



JOB DESCRIPTION

Job Title:	➤ Learning and Development Manager
Department:	➤ Resources Directorate
Salary Band:	➤ C£40
Reporting to:	➤ Head of OD and Programme Management
Direct Reports:	➤ None
Location:	➤ Head Office:18 Avonmore Road, London, W14 8RR

About us

Independent Age is a charity founded over 150 years ago to provide older people and their families with clear, free and impartial advice on the issues which matter to them. In 2015 we began an ambitious 5 year programme to greatly increase the impact of Independent Age by significantly expanding our services and campaigning activities. By 2020 we aim to:

- ✓ Have increased our support for the most vulnerable and in need by tenfold
- ✓ Distribute our resources to over one million people annually
- ✓ Respond to over 100,000 enquires each year
- ✓ Double the number of regular visits and calls to lonely older people
- ✓ Increase our influence on government

Our values



Job Purpose

- As a vital member of the People Team, you will support the business through identifying, developing, implementing and evaluating OD and learning and development solutions that maximize the organizational growth plans and people capability within the Charity.

Main Duties

The main duties are as follows:

Learning & Development

- You will support the Head of OD and Programme management to develop and execute the L&D Strategy across IA, which focusses on all aspects of the employee journey, utilising a range of appropriate learning methods e.g. coaching, online training, internal and external development programmes.
- Support the delivery of L& D initiatives through the design and delivery of programmes or sourcing appropriate solutions, and identifying preferred provider relationships
- Review, monitor and facilitate strategic L&D initiatives to ensure they remain in line with best practice and enable new skills to be embedded
- Work with the business to help managers develop their team members through the training framework, supporting skills development to future proof our business
- Take ownership for the online training platform, ensuring it meets the needs of the charity and employees are engaged in it as a source of learning
- Propose, manage and track the L&D budget and manage supplier relationships
- Quality assure all training delivered and develop effective evaluation measures to demonstrate the value of L&D
- Embed a culture of L&D across the organisation

Other Duties

- As a member of the Charity's management team observe a code of conduct consistent with the values of the Charity to facilitate an environment of employee well-being & engagement.
- Support the work of colleagues across the organization including supporting strategic goals and other cross directorate objectives required.
- To observe and comply with all Independent Age Policies, including the key policies and procedures on Confidentiality, Data Protection, Health and Safety, Safeguarding and Information Technology Policies and Procedures.
- To undertake specific safety responsibilities relevant to individual roles.
- Other responsibilities appropriate to an appointment at this level.

Competencies

Customer centric

Ensures that the highest possible quality of service is provided to the older person.

Horizon scanning

Constantly remains abreast of developments which impact on the organisation and takes appropriate action to act on change.

<p><i>Collaborative</i></p> <p>Works with others to share ideas, knowledge and best practice to achieve the best possible outcomes for older people.</p>	<p><i>Leading others</i></p> <p>Proactively takes action to enhance the capability, morale and performance of the team by influencing individuals.</p>
<p><i>Ingenious</i></p> <p>Able to look beyond the obvious to generate the best possible outcome for the older person and the organisation.</p>	<p><i>Creativity and innovation</i></p> <p>Fosters and encourages an environment which supports creativity and innovation in all aspects of performance.</p>
<p><i>Trustworthiness and ethics</i></p> <p>Displays interpersonal skills and personal values which are in line with the organisation's Values.</p>	<p><i>Inspiring others</i></p> <p>Inspires and motivates others to achieve high levels of performance.</p>
<p><i>Driven to deliver</i></p> <p>Displays an inner drive to deliver the best possible outcomes and a determination to succeed and overcome obstacles.</p>	<p><i>Results focused</i></p> <p>Constantly seeking new opportunities, proactively takes action to ensure required results are delivered.</p>

Job descriptions cannot be exhaustive and so the post-holder may be required to undertake other duties which are broadly in line with the above key responsibilities.

Independent Age is committed to equality of opportunity and of eliminating discrimination. All employees are expected to adhere to the principles set out in its Equal Opportunities Policy and all other relevant guidance/practice frameworks.

PERSON SPECIFICATION

Criteria	Requirements	Essential (E) Desirable (D)	Evidence Source: Application (A) Interview (I)
Education & Qualifications	<ul style="list-style-type: none">• CIPD level 7 or equivalent experience	E	A/I
Experience & Knowledge	<ul style="list-style-type: none">• Strong experience in a mid-level/ senior L&D role, with a proven track record in managing the design, delivery and evaluation of high-quality, effective L&D programmes• Experience of working with organisational change• Proven experience of delivery of training and coaching	E E E	A/I A/I A/I

Skills & Abilities

- Ability to work collaboratively across organisational boundaries
- Proven track record of influencing across all levels of seniority
- Thrives working proactively with little supervision
- Excellent interpersonal, communication, influencing, negotiation and facilitation skills.
- Pragmatic and solutions-focussed
- Excellent personal organisation skills including attention to detail and multitasking
- A strong relationship builder with a proven ability to influence, consult, coach, educate and advise at all levels.
- Calm under pressure and a good team player

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