

JOB DESCRIPTION

Role / Title: Learning and Development Manager

Reports to: Director of Human Resources

Overall Purpose of the Job:

- To develop and deliver a learning and development plan for the Royal Opera House, in line with the overall People Strategy, policies and best practice
- Lead on projects for the HR Department in support of the overall ROH plan

Key Accountabilities:

- Support the delivery of the ROH Equality, Diversity and Inclusion Strategy and policies by placing diversity considerations at the heart of all learning and development activity. This will include but not be limited to:
 - Working with managers to ensure equal access to learning and development opportunities, in line with operational needs and available resources
 - With the Head of Diversity and Talent, delivering a progressive programme of EDI training and education for staff and managers
 - Developing training initiatives to provide additional support to groups who are currently under-represented at management level, in support of talent pipeline objectives
- Lead on the identification of organisational, departmental and individual training and development needs, and design and manage a programme of activities to meet these in line with the available resources
- Work with the Head of Employee Relations, Policy and Reward and the Head of Diversity and Talent to develop training for managers and staff in support of the full range of policies and procedures
- Liaise with the Director of Operations and the Health and Safety team to deliver training solutions in response to identified health and safety training needs
- Manage the design and delivery of induction activities

- Promote adoption of the 70:20:10 model of learning and development and encourage staff to take ownership of their own development beyond formal training
- Manage the selection of and relationships with external training providers
- Manage and facilitate ongoing management development initiatives, including training, mentoring, coaching and action learning
- Design and deliver in-house training programmes
- Oversee the practical and logistical requirements of in-house training events, with support from the HR Services team
- Ensure that all training administration and record-keeping is timely, accurate and up-to-date
- Monitor and report on the completion of mandatory and compliance training
- Lead on the quality control and systematic evaluation of the effectiveness and impact of learning and development initiatives
- Manage and report on the effective use of the training budget; oversee the procurement of training and payment processing
- Work with sector partners to develop opportunities for skills and resource sharing
- Seek to innovate learning and development practice through the use of technology and new ways of working, in line with the available resources
- Make an effective contribution to the formulation, development, implementation and evaluation of other HR policies, practices and services in order to enhance the organisational capability of the Royal Opera House
- Assist the Director of Human Resources with other duties and projects as required
- Ensure projects are delivered on time and on budget and manage all the stakeholder relationships

Behaviours:

- Proactively demonstrate a commitment and contribution to the Royal Opera House's health and safety culture in all activities
- Actively promote the value of diversity in all work; uphold the ROH values and behaviours: Treat each other with Respect - Be Open - Value the Highest Standards
- Ensure confidentiality, in line with organisational policy and data protection requirements

- Actively contribute to own professional development, developing and maintaining knowledge and understanding of legislative changes and best practice developments
- With the other members of the team, share responsibility for housekeeping and the maintenance of standards within the department

PERSON SPECIFICATION:

Minimum Skills, Knowledge and Experience:

- A minimum of Associate CIPD membership, or able to demonstrate the equivalent level of skill and experience
- Significant experience of managing a learning and development function
- Demonstrable commitment to proactively promoting diversity and inclusion through learning and development
- Strong organisational and administrative skills
- Excellent influencing skills, with the ability to work effectively with a wide range of people within and outside the organisation
- Strong numeracy with experience of analysing and reporting on complex data
- Ability to prioritise own workload and to work unsupervised

Other Essential Skills, Knowledge and Experience:

- Excellent written and verbal communication skills
- Commitment to delivering a high standard of customer care and continuous improvement
- Strong time management skills, with the ability to prioritise and meet deadlines
- Good computer skills with strong Microsoft Excel and experience of data analysis
- Excellent research and project management skills
- Experience of HR IT systems
- Sensitivity in dealing with confidential information
- Flexibility in dealing with changing priorities
- Accuracy and attention to detail
- Ability to deal sensitively with people at all levels with tact and diplomacy
- An effective team player

Desirable Skills, Knowledge and Experience:

- An interest in and enthusiasm for the Arts
- Experience of coaching and facilitation

The Royal Opera House is committed to creating a diverse and inclusive environment in which everyone can thrive.



Note: This Job Description reflects the current situation. It does not preclude change or development that might be required in the future.